

3. PROCEDURE: CONCERNS/COMPLAINTS

Aim

To encourage an open and co-operative relationship between management, staff, parents/whānau and ensure any problems that might arise, are resolved at an early stage.

To ensure a procedure is in place to report any complaints non-compliance with license conditions.
Regulation 9 (c)

3.1 Guidelines

- 3.1.1 Concerns and complaints relating in any way to the children's daily programme or teaching staff at Montessori Children's House Wanaka, are first to be discussed with the Teacher concerned to see if the problem can be resolved. If that is not possible, then approach the Managing Teacher. If still unsatisfied, then approach the Chairperson.
- 3.1.2 Concerns and complaints relating in any way to management, administration or compliance should first be discussed with the Managing Teacher.
- 3.1.3 Any person approached with a concern is to complete a complaints/concerns form including any resolution reached or recommendations for a resolution. The complainant should also complete one of these forms if they believe the matter has not been resolved and they wish it to be discussed at the next Board of Trustees meeting.
- 3.1.4 Any issues arising during the month that have not been resolved by either the teacher concerned or the Managing Teacher, will be reviewed at the next Board of Trustees meeting. A special meeting will be convened if the matter is urgent or of a serious nature. The complainant and any staff members concerned may attend the meeting to if they wish. If necessary the Board of Trustees will address the concerns and reply to the complainant in writing.
- 3.1.5 If necessary, disciplinary procedures against the staff member concerned will be followed as detailed in the Individual Employment Agreements.
- 3.1.6 Should the parent/staff member/trustee still feel that the matter has not been resolved satisfactorily; the Board will appoint an independent mediator. If the issue still fails to be resolved, either party may wish to contact the Ministry of Education or the Education Review Office.
- 3.1.7 If a person is not an employee of Montessori Children's House Wanaka for example a volunteer or from an outside agency, any concerns or complaints will be handled in conjunction with the organisation responsible for that person.
- 3.1.8 **Copies of Education (ECE) Regulations 1998 and the last Education Review Office (ERO) report are available from the office.**