**COMPLAINTS PROCEDURE   
Licensing Criteria GMA 1.**

**Rationale:** Clear communication and positive resolution of issues and concerns are required to ensure quality education and care is provided for children and their families/whānau. Creating a caring, friendly, harmonious and family style environment for Educators, children and their families/caregivers is our priority.

**Purpose:** To provide a clear procedure for any person who has a concern and/or complaint about the Homebased Network Services compliance with the *Code of Professional Standards, Early Childhood Council, (2017)* and/or the *Licensing Criteria for Home-based Education and Care Services 2008* (the ‘Licensing Criteria’).

**PROCEDURES**

* Any person who has concerns or complaints about the Homebased service’s compliance with the *Code of Professional Standards, Early Childhood Council, (2017)* and/or the *Licensing Criteria for Home-based Education and Care Services 2008* (the ‘Licensing Criteria’) can address these with the Educator, Coordinator or Owner.
* When the Educator or Coordinator receives a complaint, they will acknowledge the complaint, suggest to the person involved they speak to the Owner, or offer to do this on their behalf.
* If a person has a concern or complaint about an Educator they should in the first instance raise this with the Educator. If they feel unable to do this, they should talk with the Coordinator or the Owner.
* If any person has a concern or complaint about the management of the Home-based Network Service, they should in the first instance raise this with the Educator, Coordinator or Owner. If they feel unable to do this they may contact the local Ministry of Education (Christchurch office, Te Urutī, 48 Hereford Street, West End, Christchurch 8013. Phone 03 378 7300).
* A complaint in relation to a child’s behaviour will in the first instance be raised with the Educator and or Coordinator. If the issue remains unresolved, the complaint will then be taken to the Owner.
* When the Owner receives a concern or complaint, they will discuss the complaint with the person in an effort to resolve the issue. If no resolution is reached, the person will put the concern in writing to the Ministry of Education.
* Copies of the Regulations and Licensing Criteria can be found in each educators operation’s manual in their homes.
* A copy of the Operations Manual is placed in the Educators homes. (Between the hours of operation the operations manual will be located on all educators’ dining room tables or bench).

**PROCEDURE FOR**

**Raising Complaints and/or Concerns**

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| ***Person has a complaint or concern*** |

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| ***Raises the issue with the person concerned*** |

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| ***Has the issue been resolved?*** |

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| **NO** | **YES** |
| Contact Coordinator or Owner. |

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| ***Has the issue been resolved?*** |

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| **NO** | **YES** |
| Owner addresses the issue. |

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| ***Has the issue been resolved?*** |

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| **NO** | **YES** |
| A Mediator will be utilised to address the issue. |

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| ***Has the issue been resolved?*** |

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| **NO** |
| Contact the Ministry of Education Office  Christchurch office, Te Urutī, 48 Hereford Street, West End, Christchurch 8013. Phone 03 378 7300). |