



## **Complaints & Suggestions Procedure**

At Kidiwise Early Learning Centre both management and staff are committed to providing you with high quality care and education in a positive and friendly environment. We welcome input and feedback from parents using our Centre as we are constantly reviewing what we do and looking at any areas we can improve on. We all need to work together regarding the care and education of your child.

Parents, caregivers and whānau who wish to make a complaint or offer any suggestions regarding the day to day running of our Centre are welcome to follow the procedures outlined below.

### **Procedure:**

1. In the first instance, please discuss the issue with the Centre Owner/Manager or a Team Leader. The nature of the discussion will be recorded on a complaints and suggestions form, given consideration and then acted on in the appropriate manner.
2. If Parents, guardians or whānau are not satisfied with the way their complaint/suggestion is being handled they are able to raise these with the Centre Licensee, either personally or via email.
3. Parents, whānau or caregivers may, if they feel that their complaint or suggestion has not been addressed to their satisfaction, fill out a Complaints & Suggestions Form. These are available in the office or by the Complaints and Suggestions box in the Moreporks foyer.
4. After accessing the above options, parents, caregivers or whānau who are still not satisfied may contact the Ministry of Education to inform them of their concerns.
5. A copy of the Education (Early Childhood Centres) Regulations, 2008, is kept in the Moreporks foyer by the on the signing in table.
6. The most recent copy of the Educational Review Office Report is also available for those who require it. It is located in a blue folder under the sign in table in the Moreporks room.

7. If you would rather not talk to us directly, please use the Suggestion Box located above the sign in/out area in the Moreporks room.

**Contact Phone Numbers:**

<b>Kidiwise Early Learning Centre</b>	(07) 576 0149 kidiwise@xtra.co.nz
<b>Owner/Manager – Anna Rutten</b>	027 467 7792
<b>Ministry of Education (Rotorua)</b>	(07) 343 1382