

# Procedure.

Early Childhood Learning Centre



## *Raising a concern*

1. If a parent has a concern or complaint regarding non-compliance with the Early Childhood Regulations (2008), copies of which are available in each Unit or in the Manager's office, the following people should be contacted:
  - Respective Unit's Team Leader. Centre's Main Phone: 03 369 5100
  - Manager/Service Contact Person : 03 369 4176

If the issue remains unresolved, the Ministry of Education may be contacted on 03 378 7300.
2. Any parent who has concerns relating to the operation of the Centre, its practices with children, or the practice of an individual staff member is encouraged to raise these with the respective Unit's Team Leader to ensure concerns are addressed and resolved as quickly as possible.
3. When a concern has not been resolved satisfactorily, the following procedures should be used:
  - The parent should document the complaint in writing to the Team Leader and/or the Manager.
  - The Team Leader will liaise with the Manager to resolve any issue.
  - The Manager will follow the procedures of the University regulations or the employment contract where appropriate.
  - All parties will be given an opportunity to voice their opinion.
  - Any matters remaining unresolved will be dealt with in compliance with the staff's employment contract or regulations governing the Centre's licence.
4. Where there is a concern or complaint between staff members the following procedures should be followed:
  - The staff member with the concern/complaint should speak with the staff member concerned.
  - If no resolution is reached, the staff member should speak to the Team Leader, who will attempt to resolve the issue. The Team Leader will keep the Manager informed at all times.
  - If the issue remains unresolved, the Team Leader will escalate the issue to the Manager. Alternatively, the staff member concerned should contact the Manager directly.
  - Any matters remaining unresolved will be dealt with in compliance with the employment contract.
5. Concerns may be raised verbally or in writing, and will receive a response within three working days.
6. A log will be kept of any formal verbal or written complaint.
7. A copy of this Procedure will be put on the Noticeboard at each Unit (Over 2s and Under 2s), and in the staffrooms.