

Complaints Policy and Procedure

Rationale

We value whānau concerns and it is our intention to be respectful of any complaint made and work together in partnership to rectify any issues. Any complainant can bypass this policy and contact the Ministry of Education at any stage during the process.

Guidelines for dealing with a Verbal Complaint

- Any Kaiako who receives a complaint will be polite and respectful to the complainant.
- Kaiako who does not feel that they have the experience to deal with the complaint will politely refer the person to a senior staff member or management.
- The Kaiako dealing with the complaint needs to remain calm and sensitive to the complainant. Excellent listening skills are imperative to this situation. Clarify with the person making the complaint to ensure that you understand the specifics of the issue – it is advisable to ask them to write the specifics down or email the centre.
- The person who has received the complaint may not be able to solve the issue independently. It is important to share this with the complainant but do assure them that you will address the issue with senior staff/management and together you will review the issues.
- If the Kaiako who receives the complaint is able to manage by themselves and find the appropriate solution they either:
 - Give the person a direct response in rectifying the situation
 - Ask the person for time to brainstorm a solution.
 - Make it clear that you will get back to them within a time frame with a resolution to the issue. Allow time to follow up to ensure that after solutions are put in place all parties are happy with the outcome.

Guidelines for dealing with a Written Complaint

- Any written complaint received must be addressed and responded to by management or the License holder (service provider)
- The contents of any written complaint must remain confidential to the parties involved.
- Any written complaint will be acknowledged within 48 hours.
- All formal written complaints must be discussed between the complainant and the staff member involved, with both the Manager and Contact present.
- All formal written complaints must be investigated. This means the Manager must gather evidence and feedback from other relevant people and may seek advice from external support if appropriate.
- All actions following a formal written complaint must be fully documented in a written report provided to all parties involved.
- Once resolved, there must be a further written report provided to all parties which clearly outlines the resolution of the complaint.

Should a satisfactory solution not be found, the concerned parent/whānau/caregiver can contact:

- The Contact Person (documented on the flow chart)
- The Ministry of Education
- Eurofins Auditing (recognised agency for Ministry for Primary Industries) for any food safety concerns.



Where to find relevant information

- A copy of the Education Regulations 2008 (Early Childhood Centres) are attached to the centre notice board. Parents and staff are encouraged to refer to them.
- A list of the Persons Responsible are also available on our website for easy reference.
- A copy of the Complaints Procedure is on the notice board for parents' viewing.

Complaints Procedure

For people who wish to complain about noncompliance with the Licensing Criteria or Regulations.

Service Provider	Nestlings Early Learning Centre
Contact Person	Natalie Lane and Jacqueline Macdonald
Email for Contact Person	office@nestlingselc.co.nz
Phone for Contact Person	027 232 2420
Ministry of Education Contact	Vicky Pearson - vicky.pearson@education.govt.nz

The Education (Early Childhood Services) Regulations 2008 and Licensing Criteria are available on our website. If at any time a complaint is to be made about non-compliance with the Regulations or Criteria the Ministry of Education should be contacted.

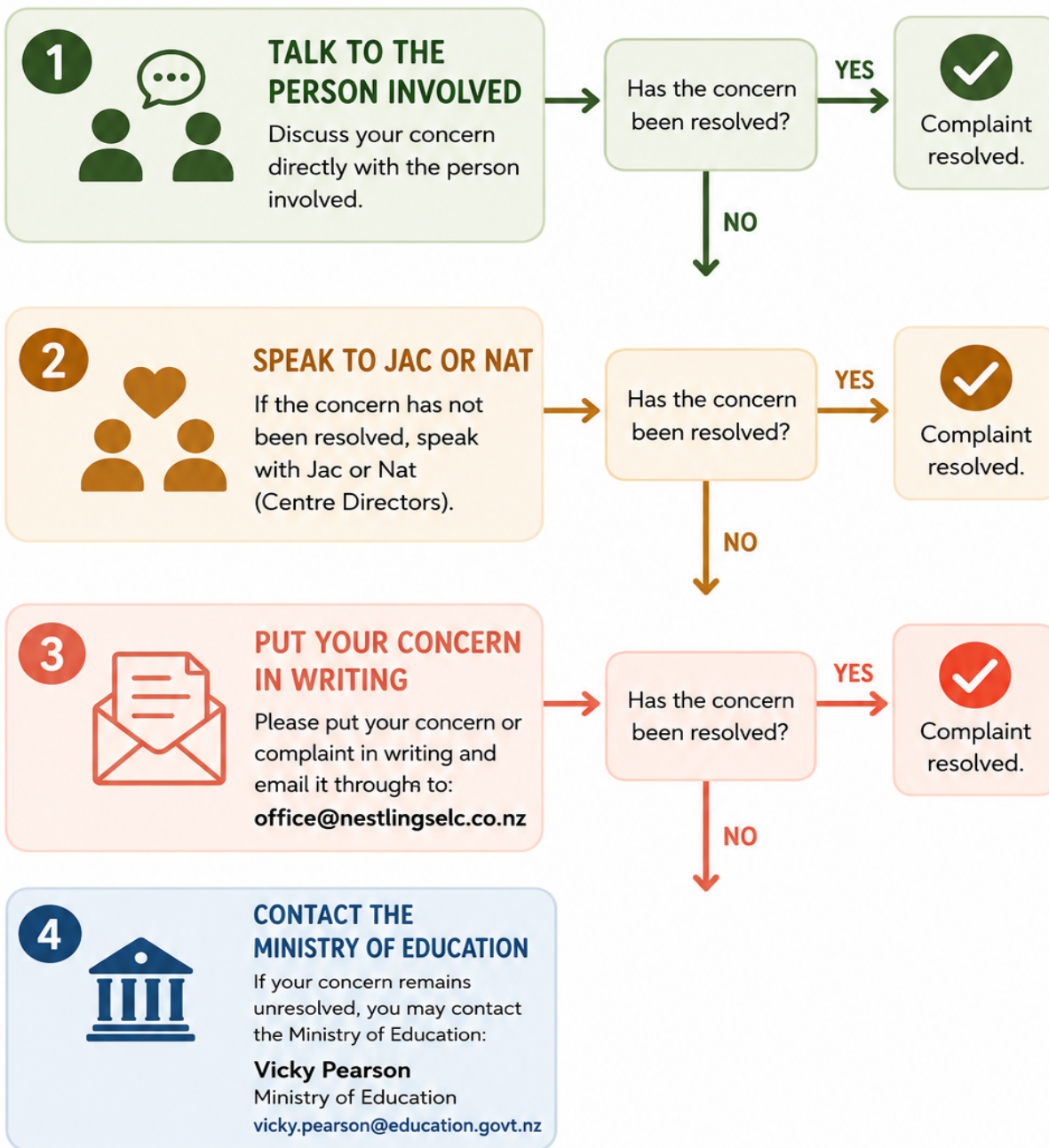
If the complainant feels it necessary they may bypass the complaints process for making a complaint and write directly to the Ministry of Education – Level 3 / 12-18 Normanby Road , Mt Eden Auckland 1011 Ph: 09 632 9400

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COMPLAINTS PROCESS

We encourage open and respectful communication.
If you have a concern or complaint, please follow the process below.



You are welcome to seek support from the Ministry of Education at any stage if you have concerns about the safety or wellbeing of a child.

