

EARLY CHILDHOOD REGULATIONS Part 2: 9c (1)

DOPs 6 & 8

Rationale: The Management and staff of Wanaka Preschool work consistently to ensure that the programme and operations of the preschool are of a high standard. The rights of all children/tamariki, and family/whānau to share in the decision making processes of the programme and running of the Centres is to be protected and encouraged. Wanaka Preschool must be seen to continue to meet all statutory obligations. In the event that anyone believes that we are not meeting these obligations, the preschool community and the public, has the right to express their concerns either informally or formally.

Objectives:

- Families / Whānau have the right to high quality education and care from Wanaka Preschool.
- Children are entitled to appropriate care.
- The Governance Committee and Management of Wanaka Preschool are aware of their responsibilities and obligations to the Wanaka community to ensure that all regulations are being met at all times.
- Expressions of concern will be taken seriously
- Appropriate actions will ensue.
- In accordance with the Early Childhood Regulation, we shall display a copy of the following documents in a prominent position:
 1. The Ministry of Education Licence
 2. A copy of the Early Childhood Regulations (1998)
 3. A copy of this policy

Concerns may relate to:

1. Preschool not meeting the Early Childhood Regulations or other legislation.
2. Staff / adult behaviour including serious misconduct.
3. financial mismanagement.

Complaints Procedures for families and staff

These may be of either a minor and serious matter. Therefore, any actions taken will be judged according to this.

- It is important to address concerns relating to the programme, staffing or operational issue to the Senior Teacher (*Mary Wood*). In the first instance, verbal concerns will be discussed by the appropriate personal and documented.
- If an understanding cannot be reached parents / whānau then have the right to put their concerns in writing to either:
 - Senior / Head Teachers (*Mary Wood* or *Annie Davies*)
 - The Preschool Committee President
 - The Ministry of Education if the issue is relating to the Early Childhood Regulations
- The complaint should address the following:
 - The nature of the concern
 - An outline of what, how, or when the situation arose.
- An outcome can only be achieved if information is shared and discussed with all relevant parties. Wanaka Preschool Management will make all reasonable efforts to address and rectify concerns.
- Parents shall receive either verbal or written feedback from the designated personal as soon as possible.
- All written concerns will be addressed within 14 days of notification
- If Parents feel dissatisfied with the procedures and wish to take this further, they then have the right to take their concern to the Ministry of Education or the Education Review Office.
- Any documentation shall be kept in a secure place by the centres Privacy Officer.
- If the issue is of a serious nature and relates to staff behaviour, formal procedures will be enacted.
- The staff member has the right to union or legal representation if they so choose.

Approved: April 2008

Review: April 2009