

Concerns and complaints procedure (GMA 1)

At Kiddz Homebased Childcare we are committed to providing high quality care and education in a positive and friendly environment. We welcome input and feedback from parents, whānau, caregivers and educators using our Service as we are constantly reviewing what we do and looking at any areas on which we can improve. Parents, caregivers, whānau and educators who wish to provide us with feedback in the form of a complaint, non-compliance of regulations or criteria, make a suggestion or even give thanks, regarding the day to day running of our Service are welcome to follow the procedures outlined below.

Guidelines:

Concerns/complaints can be made in person, by phone, mail, or email.

Phone: 0800454339

Mail: Kiddz Homebased Childcare, PO Box 38052, Parklands, CHCH 8842

Email: veronica.kidd@kiddz.co.nz or jan.fensom@kiddz.co.nz

Consideration is to be given to a mutually agreed time and place for discussion with the appropriate people.

Confidentiality, respect, and privacy must be maintained by all parties.

Procedure:

1. If the concern/complaint/feedback is about an Educator or concerns a family, it should be directed to the person concerned, the issue discussed, and if possible, a solution found.
2. If no resolution is forthcoming, the person with the concern/complaint/feedback should contact the Directors/Management, who will investigate and take appropriate action.

All concerns/complaints will be recorded on the Concerns/complaint form.

3. If the concern/complaint relates to a specific person, they will be informed and given a fair opportunity to respond.
4. A concern/complaint will be acknowledged as it comes in. All parties will be kept informed during and at the conclusion of the investigation.

If after accessing the above options:

Staff have not received a satisfactory reply, then they are invited to contact Employment Relations (03 9647850) if this is an employment issue or the Ministry of Education (03 3787300)

Families or Educators who are still not satisfied may contact the Ministry of Education to inform them of their concerns (03 378300)

In cases of serious misconduct, the Directors/Management will follow the procedure set out in the Serious misconduct procedure.

Practical guidance for handling verbal complaints:

- Remain calm and respectful throughout the conversation.
- Listen – allow the person to talk about the complaint in their own words. Sometimes a person just wants to 'let off steam.'
- Do not engage in a debate of the facts in the first instance, especially if the person is angry.
- Show an interest in what is being said.
- Obtain details about the complaint before any personal details.
- Ask for clarification whenever necessary.
- Show that you have understood the complaint by reflecting back what you have noted down.
- Acknowledge the person's feelings (even if you think they are being unreasonable) – you can do this without making a comment on the complaint itself or making an admission of fault on behalf of the organisation e.g., 'I understand that this situation is frustrating for you.'
- If you feel an apology is deserved for something that was the responsibility of your organisation, then apologise.
- Ask the person what they would like done to resolve the issue.
- Be clear about what you can do, how long it will take and what it will involve.
- Try not to promise things you cannot deliver.
- Give clear and valid reasons why requests cannot be met.
- Make sure the person understands what they have been told.
- If appropriate follow the notify the Ministry of Education

Ministry of Education

Christchurch Office

Te Urutī

48 Hereford Street

Christchurch 8013

(03 3787300)

Email: enquiries.christchurch@education.govt.nz

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NELPS objectives 1-3, priorities 1-6