

# Concern / Complaints Policy and Procedures

Reg47/GMA1

## **Rationale:**

For there to be a constructive and supportive channel of communication to provide for issues to be raised and discussed, achieving positive outcomes.

## **Objectives:**

To encourage adults to feel comfortable and able to express concerns or complaints in a verbal, informal way.

To have a written, formal procedure for expressing of concerns or complaints.

## **Procedures:**

The role of Treasure Tree Visiting Teachers, educators, and management is to ensure firstly that the children are safe; that all parties are provided with the opportunity to be heard and understood; that people's privacy is respected; that people who are involved are appropriately informed of procedures, actions and outcomes; that outside agencies are consulted if required; that the process is inclusive, equitable and culturally appropriate and reflects the partnership in Te Tiriti o Waitangi.

Issues should be taken directly to the Educator involved first. If there is no resolution at this point then the issue can be taken directly to the child's Visiting Teacher. If there is no resolution at this point then the following procedures apply:

- ♦ Complaints will be received in writing only, and should be directed to the manager.
- ♦ The complaint will be acknowledged verbally on receipt
- ♦ Documentation relevant to the issued raised will be gathered and accurately recorded by the Manager.
- ♦ Advice will be sought from the Director before responding to the complainant
- ♦ Issues will be addressed in writing as soon as practically possible (within

7 working days)

- ♦ A discussion will take place between the Manager and the complainant. Necessary actions will be taken if valid. The complainant is encouraged to bring along a support person
- ♦ Total confidentiality will be maintained throughout by all parties involved.
- ♦ Anonymous complaints will not be auctioned.

If a parent has a concern or complaint:

- They can talk to their TreasureTree Educator directly
- They can talk to the TreasureTree Visiting Teacher
- They can talk to the TreasureTree Manager
- In all instances, if the situation is not sorted out verbally and agreement reached, the Educator or Visiting Teacher will fill out a concern / complaint form stating the date, type of complaint, the methods taken to resolve the matter and the outcome. A copy can be given to the parent or TreasureTree Educator if requested.
- If the parent is still not satisfied with the results they can request a mediation meeting with the TreasureTree Educator, Visiting Teacher and Directors. Constructive resolution will be reached, or mediation between the appropriate persons concerned will be arranged.
- All concern / complaints will be held in confidence and will be recorded on a Concern/Complaint Register held at the service office.
- The families have the option to contact the local Ministry of Education Office at any time should they feel the service is not complying with set regulations or criteria. See Contact details at the back of this document.

If a TreasureTree Educator or Visiting Teacher has a complaint about a procedure or another staff member:

- They can talk to the person directly
- They can seek advice from the TreasureTree programme Visiting Teacher or manager.
- They can put their concern / complaint in writing, if a resolution is not reached verbally, then a meeting will be set up between the relevant



parties.

- Appropriate advocacy and /or mediation will be arranged if concern / complaints are not resolved.
  - Complaints of a serious nature should always be in writing and will be acted on immediately.
  - All concern / complaints will be held in confidence and recorded on the Concern / Complaints Register.
  - A win/win solution should always be aimed for.
- ★ Anyone at Treasure Tree have the right to contact Ministry Of Education at any time and make a formal complaint if you're still not happy.

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(Ref: Child Protection Policy and Procedures.)