



Complaints Procedure

Rationale: All parents should feel free, comfortable and encouraged to raise concerns as this clarifies issues and ensures that matters are cleared up as soon as they arise.

Objective: The Team at Bright Start Educare are aware that situations may arise where a person has a complaint, concern or query. To ensure prompt attention is given to any matters arising and that an acceptable outcome is achieved for all parties concerned.

Procedure: The following steps should be taken by any parent/guardian/caregiver/whanau wishing to lay a complaint against the staff or management:

1. Issues should be taken directly to the teacher involved first. If there is no resolution at this point then the following procedures apply.
2. Complaints will be received in writing only, and should be directed to the centre Manager. The will be acknowledged verbally on acceptance.
3. Documentation relevant to the issue at hand will be gathered and accurately recorded by the centre Manager.
4. Issues will be addressed in writing as soon as practically possible (within 5 working days).
5. A discussion will take place between the centre Manager and the complainant. Necessary actions will be taken if valid.
6. Total confidentiality will be maintained throughout by management (and teaching team if necessary).
7. Anonymous complaints will not be actioned.

Date reviewed: 9/6/2010

Date approved: ____/____/____