** Complaints Procedures GMA1**

If a parent is unhappy with a teacher, the programme, or non-compliance with the ECE Regulations or criteria, they should adhere to the following procedure:

1. **Bring this up with the Centre Manager immediately at**:

Loviana Tufulele Lusaipau

70a Metcalfe Road

Swanson

Auckland

Ph: 09 833-8087

1. The Centre Manager **will set a time to discuss this with you**. The concern or complaint may need to be eventually **provided in writing**.
2. The Centre Manager will endeavour to **resolve the issue as soon as possible and practical**. The Governance Board will endeavour to respond to all complaints received by the Centre Manager within 24 hours. However, the timeframe for resolving complaints will be dictated by the nature of each individual complaint.
3. **The process for responding to complaints is as follows**:

* **Acknowledge** and **respond** to the complaint by contacting, or if required, meeting the parent concerned.
* Centre Manager will carry out an **investigation** that may include interviews with all parties concerned.
* **Solutions** are developed in close consultation with all parties concerned which are documented in an **action plan**.

1. The Centre Manager will contact the parent once the concern or complaint is resolved.
2. Any unsatisfactory response to the concern or complaint should then be brought to:

The Chairperson

The Governance Board

72A Metcalfe Road

Ranui

Telephone: 098338025

1. If the complaint is about the Centre Manager, then it should be addressed to the Chairperson of the Board.
2. **If unsolved by the Board, the parent may wish to refer it to the –**

**Ministry of Education, Level 4, Eden Building, 12-18 Normanby Road, Mount Eden Auckland or Private Bag 29644 Symonds St, Auckland. Ph: 09 632-9400.**