
Aspiring Beginnings Early Learning Centre

COMPLAINTS PROCEDURE POLICY

Reference: 9c [1] DOPS 6 & 8

RATIONALE: Aspiring Beginnings values the importance of allowing opportunities for staff/teachers, parents/Whanau and the management committee of the Upper Clutha community, to express their concerns and any issues they may have.

OBJECTIVE: We will aim to provide an open, honest environment where any issue that arises is addressed in a professional, supportive & sensitive manner that respects the privacy of the parties involved.

IMPLEMENTATION:

Should someone have a concern about any of the following:

- Non-compliance of license conditions.
- Implementation of policies/procedures by staff/teachers & or committee.
- Behaviour/attitudes of parents, children, staff/teachers or committee.

This is the procedure to follow:

1. Express your concern verbally to the person directly involved.
2. If you feel you are not able to do so, or the person involved is non-responsive then approach either the:
 - Senior Teacher - Jen Rawson
 - HR Committee representative - Ainslie Gemmell
 - Chairperson - Wayne Chamberlain

At this stage verbal concerns will be discussed informally in order to reach an appropriate resolution.

3. If an appropriate resolution is not reached, or should you feel that further action is required, or deemed necessary, please put your concerns in writing addressed to:

The Governance Committee

Aspiring Beginnings Early Learning Centre

120 Warren St


Wanaka 9305

Phone 03 4431181, Fax 03 4431153, or Email: mgmt@aspiringbeginnings.co.nz

4. If still not result, then contact can be made with the [Ministry of Education, 03 4715200](#).

All written concerns will be addressed within 14 days of notification & will be confidential between relevant parties.

END

Signed:		Next review:	Sept 2012	_____
Role:	Chairman		Sept 2013	_____
Date:	29 th September 2011		Sept 2014	_____