



## COMPLAINTS PROCEDURE

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### *Rationale*

In dealing with complaints Shine Montessori Educare will be consistent in terms of fairness and procedures. Shine believes parents and whānau should feel able to forward any concerns ensuring their issues are acknowledged and dealt with.

### *Te Whaariki*

Belonging - Goal 2. Children and their families experience an environment where they know that they have a place.

### *Procedures*

- All parent complaints follow the 'complaints flow chart for parents' on opposite page.
- Documentation relevant to the issue at hand will be gathered and accurately recorded by the Senior Head Teacher.
- The whole teaching team will be made aware of the complaint if it involves the whole team needing to take action.
- Advice will be sought from the Principal before responding to the complainant.
- Issues will be addressed in writing as soon as practically possible (within 3 working days.).
- Total confidentiality will be maintained throughout by management (and teaching team if necessary.)
- Anonymous complaints will not be actioned
- See flow chart for step by step guide towards resolution of complaints.

## *FLOW CHART*

1. Speak to the **person involved**, this will likely be a teacher and/or your child's primary caregiver.  
Complaint resolved.
2. Speak to the Senior Head Teacher - Naliny.  
Complaint resolved.
3. Put your complaint **in writing** to the Trustees of Shine.  
You will **receive a letter** addressing the complaint within 3 working days.
4. Letter will include one or all of the following:
  - An immediate solution
  - An action plan for resolution
  - A meeting time to discuss
  - Your written complaint will be acknowledged when
  - received.Complaint resolved.
5. Attend **meeting** if requested.  
Complaint resolved.
6. Parents can contact the ministry of education directly.  
For more information visit [www.minedu.govt.nz](http://www.minedu.govt.nz) or (04)463 8699