



AORAKI COMMUNITY EDUCATION TRUST BOARD

## COMPLAINTS & CONCERNS POLICY.

### Overview & Scope.

North Haven is committed to providing a positive, supportive environment with the low-key resolution of concerns and complaints. This Policy applies to all members of the North Haven community who may wish to put forward a concern or complaint on any matter related to the Centre. We will follow current employment legislation and best practice for employers.

### Purpose.

The purpose of the Policy is to provide guidelines and effective procedures to address all concerns and complaints and covers all employees, families, governing body and volunteers. These guidelines are in place to ensure any concern or complaint is addressed promptly, respectfully and professionally while seeking to bring an effective resolution to all parties concerned.

### Definitions:

- A **concern is any low-level query or statement** made by a parent/caregiver/whānau, employee or other individual which relates to an employee, a professional or management practice or decision, or other aspect of the service's policies or operations that has not met that person's expectations for some reason. A **concern** is more likely to require a discussion, the sharing of information and developing an understanding between parties.
- A **complaint is a more serious statement** made by a parent/caregiver/whānau, employee or other individual which relates to an employee, a professional or management practice or decision, or other aspect of the service's policies or operations that has not met that person's expectations for some reason. A **complaint** is more likely to require corrective measures or disciplinary action.

### Guiding Principles for the Governing Board and/or Centre Manager.

- Confidentiality will be maintained as far as possible, except where it would breach natural justice.
- Preservation of interpersonal and working relationships.
- Respect for the dignity and mana of the employee and complainant.
- All parties can expect a timely response.
- Listening and seeking to understand before taking action.
- Keeping to agreements made with all parties.
- The process can be adapted to meet the requirements of an individual situation while still meeting all legislative and contractual requirements.
- Procedures will be fair, equitable and impartial.
- Consistent actions for similar situations will be applied.
- Low key resolutions for informal concerns/complaints may include discussion, coaching, counselling, with clear and direct communication that will include kanohi ki te kanohi (face to face) no formal documentation will be required, no formal

- disciplinary action will occur.
- Supportive action with the focus on positive resolution.

### **Application of Policy.**

- The North Haven Management Committee delegates to the Centre Manager the responsibility of ensuring processes are in place and operating effectively.
- Members of the North Haven community are encouraged to discuss concerns they have as soon as possible, directly with the individual(s) concerned to resolve the issue at the lowest possible level first, encouraging a culture of open communication and trust.
- If the complainant feels they are unable to address this directly with the individual(s) OR they have, but it has not been resolved to a satisfactory level, they can address this with the Centre Manager, (except in the case where a concern/complaint is concerning the Centre Manager, in which case this will be addressed to the Management Committee).
- The Centre Manager or management Committee will then work with the parties to resolve the concern or complaint.
- If the issue remains unresolved, the concern/complaint should be put in writing addressed to the Centre Manager or Management Committee. The concern/complaint will include an outline of the problem, actions taken to attempt to resolve, contact details. The formal complaints process as documented below will now be followed.
- Complaint will be acknowledged in writing along with expected timeframe for investigating
- A copy of the concern/complaint will be provided to the individual concerned to provide a written response. The Centre Manager or member of Management Committee will then consider the concern/complaint and response and take appropriate action.
- The nature of the concern/complaint will remain confidential at all times between parties.
- Any complaint resulting in disciplinary processes will be dealt with initially by the Centre Manager. The Centre Manager will inform the Management Committee where appropriate and in line with the Employment Relations Act and Employment Agreements.
- The Management Committee delegates responsibility to the Centre Manager to manage disciplinary matters.
- The Management Committee is unable to act or address any concern/complaints that are anonymous.
- The Management Committee will consider both the complaint and response and take appropriate action to resolve the issue.
- The Centre Manager and Management Committee, wherever possible, should seek to resolve complaints at the lowest level possible first. It is expected that many complaints or concerns will be able to be resolved by discussion between the parties concerned.
- The Centre Manager or Management Committee will confirm with the complainant when the process has been completed.
- Where the complaint relates to any breach of the licensing criteria for early education and care services, and the complainant is unsatisfied with the result of the complaints process, they can contact the local Ministry of Education office for further advice.  
Contact (03) 378-7300
- Where the Management Committee or Centre Manager are required by law to disclose disciplinary action or misconduct to the Teachers Council, the individual will be informed that this will occur.

**Contact Details:**

Centre Manager: Lynnette Katene  
684 3801 (Work) or 027 714 4313 (Cellphone)  
[northhaven@northhaven.co.nz](mailto:northhaven@northhaven.co.nz)

Chairperson: Aaron Hakkaart – 027 627 6602

Service Provider Contact Person Lynnette Katene  
684 3801 (Work) or 027 714 4313 (Cellphone)

Parent Representatives: Debra Cameron – 021 129 8631  
Aleeshia Mitchell – 027 882 6648  
Aaron Hakkaart – 027 627 6602

Ministry of Education (03) 378-7300

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November 2022.  
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