



AORAKI COMMUNITY EDUCATION TRUST BOARD

POLICY: COMPLAINTS & NON-COMPLIANCE PROCEDURE.

All complaints and Non-Compliance complaints against the Centre, or a member of staff shall be first directed to the Head Teacher of North Haven Child Care and Education Centre. A complaint or Non-Compliance against the Head Teacher will be directed to the Chairperson of the Management Committee.

Every complaint will be fully investigated by the Head Teacher/Chairperson, and the findings will be discussed with the complainant.

If the complainant is not satisfied they may approach the Chairperson of the Management Committee, the Service Provider Contact Person of the Centre, or a Parent Representative of the Management Committee.

All complaints against the Centre for non-compliance of their licence should be first directed to the Head Teacher.

Head Teacher: Vikki McEwing
684 3801 (Work), 612 6892 (Home)

Chairperson: David Codyre - 684 5059 (Home)

Service Provider Contact Person Vikki McEwing
684 3801 (Work), 612 6892 (Home)

Parent Representatives: David Codyre - 684 5059 (Home)
Lisa McLachlan – 686 2979 (Home)
Philippa Lawson – 021 239 4234

All complaints will be logged and followed up for analysis.

If the complainant would like to take the matter further they may approach the Ministry of Education (03) 378-7300

Implemented: September 2000 Review: As required.

Reviewed: September 2002
May 2003
December 2005
August 2006

February 2007
September 2008.
October 2009.
March 2010.
November 2010.
October 2011.
February 2012
March 2013.
August 2013.
November 2014.
August 2015.
April 2016.
May 2016.
August 2016.
October 2016.