



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: Sarah Anderson  
684 3801 (Work)

Chairperson: David Codyre - 684 5059 (Home)

Service Provider Contact Person Sarah Anderson  
684 3801 (Work)

Parent Representatives: Michelle Marshall – 022 174 5250  
Hannah McClea – 027 633 3114

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  
Reviewed: September 2019

Review: As required.