

## **COMPLAINTS PROCEDURE**

*We are committed to positive, supportive and low-key resolution of concerns and complaints. This procedure is for parents, caregivers, children, staff, students, or members of the public to follow who have a concern or complaint about our service.*

### **Step One –Speak to someone**

#### **You have a concern or complaint which you wish to bring to our attention**

If you have any complaints or concerns about our service we encourage you to let us know as soon as possible so we can take steps to put things right

Your first step should be to bring the matter to the attention of the person you feel most comfortable with eg. Head Teacher, Manager, Child's Profile Teacher or OUCA Board of Governors Parent Rep.

You can expect that the person you have raised it with will:

- take immediate steps to ameliorate and if possible remedy the situation where health and safety are at risk;
- investigate your concerns/complaints – this may include talking with others or seeking advice;
- report back to you on the action taken in a timely fashion (normally within a week).

### **Step Two-Speak to the Manager**

#### **You have spoken to an appropriate person but still have concerns**

If you have a problem that is still unresolved after initially raising it, your next step is to communicate your concerns to the Manager, if the Manager has not been the person you first raised the issue with. The Manager may request a concern or complaint be put in writing before action is taken. If the Manager is the person with whom you first raised the issue and you consider the matter insufficiently resolved, you can raise the matter with the OUCA Board of Governors (see step three). The Manager can be contacted at the OUCA office at 551 Castle Street or at [ouca.manager@otago.ac.nz](mailto:ouca.manager@otago.ac.nz)

You can expect that the Manager will:

- take immediate steps to ameliorate and if possible remedy the situation where health and safety is at risk;
- investigate your concerns/complaints – this may include talking with others or seeking advice;
- report back to you on the action taken in a timely fashion, and in the case of the matter being a complaint, respond in writing.

### Step Three – Write to Management

#### **The matter continues to remain unresolved**

If the concern/complaint remains unresolved for you and you have followed the previous steps in this procedure, we invite you to take your complaint or outline your concerns, in writing, to the OUCA Board of Governors. This can be done via [ouca.president@otago.ac.nz](mailto:ouca.president@otago.ac.nz)

Once your letter has been received it will be addressed at the next Board of Governors meeting and a written response from the board will be forwarded to you as soon as possible.

If you wish to complain about the centre's non-compliance with the conditions set down in the licence please follow the above process, however anyone at any time can contact the Ministry of Education at 03 4715200 or [enquiries.dunedin@education.govt.nz](mailto:enquiries.dunedin@education.govt.nz) with their complaint.

**The Education (EC Services) Regulations 2008 are available at the sign-in area at College and the notice board at Te Pā reception.** These regulations control the way we must operate our Centres. Ask us if you have any questions.

#### **In responding to concerns and complaints we will:**

- Endeavour to communicate directly – face to face rather than in writing or by phone.
- Ensure any concern or complaint received will be listened to, acknowledged, investigated and followed up.
- Consider and preserve confidentiality, as it is possible to do so within the limits of investigating a concern or complaint.
- Take reasonable steps to preserve interpersonal and working relationships.
- Respect the dignity and mana of the employee and or complainant.
- Keep to agreements.
- Be impartial.

#### **Useful documents:**

**Guidance for developing a complaints policy/process for an ECE service (Ministry of Education)**  
**Early Childhood Collective Agreement**

**Next review: Sept 2026**

## Concern or Complaint Process

Bring the matter to the attention of the person you feel most comfortable with eg. Head Teacher, Manager, Child's Profile Teacher or OUCA Board Parent Rep

If concern or complaint unresolved

Talk with the Manager, they may ask you to put your complaint in writing [ouca.manager@otago.ac.nz](mailto:ouca.manager@otago.ac.nz) If the complaint regards the Manager, then go to the next step.

If concern or complaint unresolved

Put your complaint in writing to the Otago University Childcare Association Management Committee at [ouca.chairperson@otago.ac.nz](mailto:ouca.chairperson@otago.ac.nz)

Anyone at any time can contact the Ministry of Education with a concern, question or complaint:  
Ph 034715200, Private Bag 1971 Dunedin or [enquiries.dunedin@education.govt.nz](mailto:enquiries.dunedin@education.govt.nz)

A full copy of the Complaints Procedure is available on our web site [www.otago.ac.nz/childcare](http://www.otago.ac.nz/childcare)