



Complaints Policy

Rationale

Hopscotch will strive to ensure that complaints are dealt with in a fair and reasonable manner and are resolved to the satisfaction of all parties.

Te Whāriki

Belonging - Goal 2

Children and their families experience an environment where they know that they have a place.

Procedures

1. Should anybody have reason to make a serious complaint regarding the centre or education programme, where possible, the issue should at first be taken up with Management or a Supervisor.
2. Individual staff members must inform the Supervisor on duty at the time of any complaints received.
3. The Supervisor will record the complaint in the Incident Book and attempt to resolve it to the mutual satisfaction of both parties.
4. If the complaint remains unresolved, a complaints form should be completed. The matter must then be brought to the attention of the Licensee. The Licensee will then arrange for a meeting with all parties concerned in order to resolve the matter.
5. If, at this stage, the issue cannot be successfully resolved, the parents or caregivers may contact the Ministry of Education by telephone on 07 858 7130 or by letter to Private Bag 3011, Hamilton 3240; or the Education Review Office by telephone on 07 838 1898, or by letter to Private Bag 3095, Waikato Mail Centre, Hamilton 3240.