

3.2 Complaints Procedure Policy

Rationale

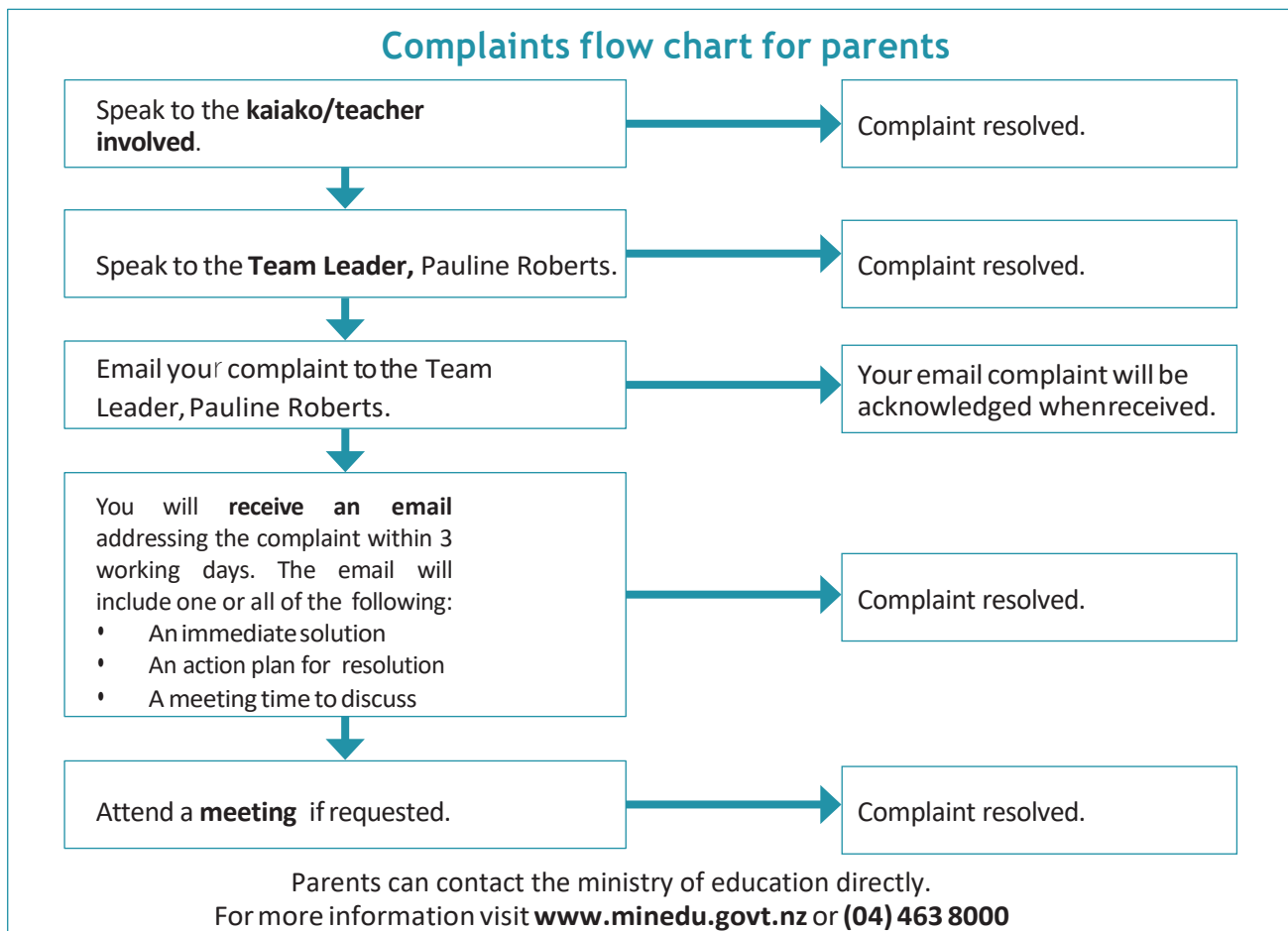
In dealing with complaints we will be consistent in terms of fairness and procedures. We believe parents and whānau are able to forward any concerns with the assurance their issues will be acknowledged and dealt with.

Link to OMP Values - Being Professional and ethical

Te Whāriki - Children and their families feel a sense of belonging

Procedures

- All parent complaints follow the complaints flow chart below.
- Documentation relevant to the issue will be gathered and accurately recorded by the Team Leader Pauline Roberts.
- The whole teaching team will be made aware of the complaint if it requires the whole team to take action.
- Advice will be sought from the Team Leader before responding to the complainant.
- Issues will be addressed in writing as soon as practically possible (within 3 working days.).
- Total confidentiality will be maintained throughout the process.
- Anonymous complaints will not be actioned.
- See flow chart for step by step guide towards resolution of complaints.



Introduction date: May 2021	Review date: May 2022
Consultation undertaken:	Kaiako Meeting approval, uploaded to website for parent approval and comment. Placed on both class noticeboards.