



Complaints, Concerns and Feedback Procedure

At Kidiwise Preschool and Childcare both management and staff are committed to providing you with high quality care and education in a positive and friendly environment. We welcome input and feedback from parents, whānau and caregivers using our Centre as we are constantly reviewing what we do and looking at any areas we can improve on. We all need to work together regarding the care and education of your child.

Parents, caregivers and whānau who wish to provide us with feedback in the form of a complaint, non-compliance of regulations or criteria, make a suggestion, or even give thanks, regarding the day to day running of our Centre are welcome to follow the procedures outlined below.

Procedure:

1. In the first instance, please discuss the matter with the Centre Owner/Overseer, Manager, or a Team Leader. The nature of the discussion will be recorded on a 'Feedback Form', given consideration and then acted on in the appropriate manner. This will follow our '**Procedure for Handling Complaints**' and/or '**Procedure for Complaints Against Staff.**'
2. If parents, caregivers or whānau are not satisfied with the way their feedback is being handled they are able to raise their concern with the Centre Licensee, either personally or via email.
3. Parents, whānau or caregivers may, if they feel that their feedback has not been addressed to their satisfaction, fill out a 'Feedback form.' These are available in the foyer of each room by the sign in sheets.
4. After accessing the above options, parents, caregivers or whānau who are still not satisfied may contact the Ministry of Education to inform them of their concerns.
5. The Education (Early Childhood Centres) Regulations, 2008 can be accessed online at: <https://education.govt.nz/early-childhood/running-an-ecce-service/the-regulatory-framework-for-ecce/> and the Licensing Criteria for Early Childhood Education and Care Centres 2008 at: <https://education.govt.nz/early-childhood/running-an-ecce-service/the-regulatory-framework-for-ecce/licensing-criteria/centre-based-ecce-services/> if you have any queries. A hardcopy is also available by the sign in desk in each room.
6. The most recent copy of the Educational Review Office (ERO) Report is available for those who require it. They are located by the sign in desk in each room.
7. If you would rather not talk to us directly, please use the 'Feedback box' located by the sign in/out area in each room. If you request confidentiality, we will do our utmost to keep it.

Contact Phone Numbers:

Kidiwise Preschool and Childcare

(07) 576 0149

0273658134

info@kidiwise.co.nz

Nestlings 0274513 252

Moreporks 0274543554

Owls 0274259395

Wise Owls 0274134760

Owner/Overseer – Anna Rutten

027 467 7792

Manager – Courtney Martelli

Ministry of Education (Bay of Plenty East Office)

(07) 571 7800