

**CANTERBURY WESTLAND KINDERGARTEN ASSOCIATION (INC.)****NOTICE****RAISING A CONCERN/COMPLAINT ABOUT A KIDSFIRST KINDERGARTEN**

If you have a concern/complaint about one of our Kidsfirst Kindergartens, we ask that you follow the steps outlined below:

1. Talk with the Kaiako Matua (Head Teacher) responsible for the kindergarten as you should always try to raise and discuss any concerns with them. The Kaiako Matua will listen and try to work out a solution with you.
2. Kaiako (the teaching team) are also available to talk with you.
3. If you would like to talk with another person or feel you need to discuss your concern/complaint further, you can contact the Professional Leader of your kindergarten who will identify the nature of your concern/complaint and will attempt to resolve matters for you. The Professional Leader can be contacted by ringing our Head Office on 03 338 1303.
4. If a solution is worked out to your satisfaction then the matter will be at an end.
5. If you are not satisfied with the solution, and you have followed steps 1 through to 3, then you can contact the Chief Executive by emailing [questions@kidsfirst.org.nz](mailto:questions@kidsfirst.org.nz). You should indicate what steps you have taken to address your concern/complaint (with the Kaiako Matua, any other kaiako in the team and/or the Professional Leader) and the solution that you are seeking.

The Chief Executive will acknowledge receipt of your concern/complaint and will follow the Association's policy: HSW 12: Investigating Concerns and Complaints (a copy of which will be forwarded to you) and will keep you advised of the outcome of any investigation, where appropriate.

As an early childhood education employer we have obligations under the Education and Training Act 2020 and the Education (Early Childhood Services) Regulations 2008, and the Privacy Act 2020, that prescribe how we address concerns and complaints.

While the Association's procedures are designed to be sensitive, fair and equitable to all parties concerned, you should be aware that it may not be possible to reach an outcome satisfactory to you in all instances.

If you have any suggestions or comments on how we deal with our concerns/complaints we would welcome this feedback. Please send any feedback you may have to the kindergarten's Professional Leader.

**CANTERBURY WESTLAND KINDERGARTEN ASSOCIATION (INC.)  
MO NGĀ TAMARIKI ME NGĀ WHĀNAU O WAITAHA ME TAI POUTINI**