

CANTERBURY WESTLAND KINDERGARTEN ASSOCIATION (INC.)**NOTICE****PROCEDURES FOR COMPLAINTS ABOUT NON-COMPLIANCE WITH THE EDUCATION (EARLY CHILDHOOD SERVICES) REGULATIONS 2008 OR THE LICENSING CRITERIA FOR EARLY CHILDHOOD EDUCATION AND CARE SERVICES**

Whānau (family) and visitors who wish to lodge a complaint about non-compliance with the Education (Early Childhood Services) Regulations 2008 (*Regulations*) or the Licensing Criteria for Early Childhood Education and Care Services (*Licensing Criteria*):

1. Are encouraged to be familiar with the licence conditions set out in the *Regulations* and the *Licensing Criteria*.
2. Can obtain a copy of the *Regulations* and *Licensing Criteria* from kaiako (the teaching team) of your kindergarten or from the Association's Head Office at the address stated below. In addition, the *Regulations* and *Licensing Criteria* are prominently displayed at your kindergarten.
3. Should discuss the issue(s) (if appropriate) with the Kaiako Matua (Head Teacher) of your kindergarten.
4. May speak directly with the Professional Leader responsible for your kindergarten, by telephoning 03 338 1303 if it is considered inappropriate to talk with the Kaiako Matua of your kindergarten about the issue(s).

Please note:

Any whānau (family) and/or visitor has the right **at any time** to lodge a written complaint about non-compliance with licence conditions directly to the Chief Executive of the Canterbury Westland Kindergarten Association (Inc).

Postal Address: PO Box 8089
Riccarton
Christchurch

Telephone: 03 338 1303

Email: questions@kidsfirst.org.nz

In addition, any whānau and/or visitor has the right to contact their Regional Office of the Ministry of Education:

For West Coast Kidsfirst Kindergartens

Nelson, West Coast and Marlborough Regional Office, PO Box 282 Nelson 7040
Phone: 03 546 3470, email address: enquiries.nelson@education.govt.nz

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

Reviewed: March 2024
Reference: The Education (early childhood services) Regulations 2008 - Regulation 47 Criteria GMA1