



## Parent Concern Policy

### Rationale

As a parent you are part of Princes Street Childcare Centre. You play a vital role in decisions about how we can best meet the needs of your child. We need to be aware of your concerns as early as possible to ensure that you are happy with our service to you. We can only do this if we are aware that there is a problem.

### Guidelines

If you have a concern or complaint the following procedures should be followed:

1.	Speak to the Centre Manager first. If necessary, the Centre Manager will notify the Board of the concern for advice and/ or action.
2.	If your concern is one which you would like to discuss directly with the Board you can contact them privately.
3.	If you are not satisfied with the advice and/ or action given by Princes Street Childcare Trust and you wish to notify a non-compliance with the Education (Early Childhood Services) Regulations 2008, you can contact the <i>Ministry of Education Auckland Office 09 632 9400</i> or <i>enquiries.auckland@minedu.govt.nz</i> .

We need to all work together regarding your child's care and education. We are unable to solve issues if we are unaware of your concerns. Please let us know your concerns.