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Complaints Procedures

If any parents have complaints about the program or staff members, they should:

1. Approach the General Manager who will attempt to rectify the situation.
2. If the parent is still unhappy, they should then contact the Board Chair
3. Further complaints must be made in writing and must contain details of the grievance and desired outcomes.
4. The General Manager and Board of Trustees committee will respond to the complaint within 14 days.
5. Where possible, a mutually agreeable outcome will be sought.

6. The General Manager will keep the Board informed of any verbal complaints received.
7. Wherever possible, the requests of parents will be incorporated in program planning and design.

If there are any meetings, all parties are entitled to have an independent support person present. While the matter is being resolved, all effected parties will be treated fairly, with proper consideration for their privacy and any special needs.

The Centre Supervisor will keep the General Manager informed of any verbal complaints received. The General Manager will maintain a register of complaints – both verbal and written.

Parents will be informed on enrolment of the LifeKidz complaint procedure. This will be included in information given to parents at enrolment and clearly displayed at **LifeKidz Trust**.

Contact details if required should parents wish to report a serious concern: Oranga Tamariki (09912 3820) Taikura Trust (09278 6314) MSD Social Service Accreditation (049163300)