Statement

Where minor concerns arise, parents/guardians are encouraged to take a common-sense approach and raise them directly with the Programme Manager, with the aim of resolving them at the lowest possible level. However, where informal discussions have not yielded a satisfactory resolution, or where the matter is more serious, the following policy provides for a more formal process to be pursued.

Complaints made under this policy will be monitored and reviewed to enable Lulu and Max – Out of School Care to continually improve processes and services in support of a fun and safe environment.

Depending on the nature of the complaint, this policy should be read in conjunction with the Staff Code of Conduct.

A complainant must be able to demonstrate that the complaint is brought without malice and is based on evidence that the complainant honestly and reasonably believes to be substantially true. Those responsible for resolving complaints under this policy must take all reasonable steps to ensure that the complainant is protected against any subsequent recrimination or victimisation.

If a complainant prefers not to address the Programme Manger they may address their complaint to the Programme Owner/Director.

Contact for the Director is:

Tessa Flowers-Morrell

02102481477

[hello@luluandmax.co.nz](mailto:hello@luluandmax.co.nz)

Complaints will be responded to with 48 hours

Refer to the Lulu and Max Policy Use *Complaints Form* available in Lulu and Max – Out of School Care Planning manual.

Complaints should be referred to -

1. Programme Manager
2. Programme Owner – Tessa Flowers-Morrell - by email, hello@luluandmax.co.nz
3. Ministry of Social Development – Rachelle Beale

Lulu and Max Complaint **form 2019**

Name of complainant:

Address:

Contact phone: (home) (work) (mobile)

Nature of the complaint: (please describe who or what the complaint is about)

Please hand the complaint form to the Programme Manger. Your complaint will be treated in confidence; however the matter will need to be discussed with the parties involved to resolve the matter. If the Programme Manager cannot resolve your complaint, you will be contacted by the programme Director to discuss the situation further. If the complaint has still not been resolved; Management will refer you to Ministry of Social Development and steps will be taken until all parties are satisfied.

Signed by the complainant: Date:

To be signed by the following once the complaint has been resolved:

Signed by the complainant: Date: ……………………

Signed by the Programme Manger: Date: ……………………

Signed by a management representative: Date: ……………………

(if required)