

Statement

Lulu and Max – Out of School Care is committed to fostering a safe, respectful, and supportive environment for tamariki and whānau. We value feedback and encourage open communication to continually improve our services.

Where minor concerns arise, parents and guardians are encouraged to take a practical, common-sense approach by raising the matter directly with the Programme Manager, with the aim of resolving it informally and promptly.

If a resolution cannot be reached through informal discussion, or if the concern is of a more serious nature, this policy outlines the formal complaints process to be followed.

All complaints lodged under this policy will be monitored and reviewed to support ongoing improvement and to uphold a high standard of care.

Depending on the nature of the complaint, this policy may be read in conjunction with the Lulu and Max Staff Code of Conduct.

A complainant must be able to demonstrate that their complaint is made in good faith, without malice, and based on information they honestly and reasonably believe to be substantially true. All efforts will be made to ensure that complainants are protected from any form of recrimination or victimisation during or after the process.

If a complainant does not feel comfortable addressing the Programme Manager directly, they may raise their concern with the Programme General Manager. The General Manager will consult with the Director where appropriate.

Contact Information

Programme General Manager

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Programme Owner/Director

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All formal complaints will be acknowledged within 48 hours.