

13. COMPLAINTS POLICY

Everyone Out welcomes the viewpoint of all its stakeholders and strives to create an atmosphere in which all ngā mātua, whānau and/or kaiako feel comfortable to collaborate and to express any concerns about the programme. Any programme complaints will be handled respectfully, fairly and consistently, and may be voiced as follows:

- Approach the Lead Kaiako who will attempt to rectify the situation.
- The Programme Kaiwhakahaere will be informed of any verbal complaints received.
- Further complaints must be addressed in writing to the Programme Kaiwhakahaere, detailing both the grievance and the desired outcomes.
 - The Programme Kaiwhakahaere will acknowledge, in writing, receipt of the complaint at their earliest convenience.
 - The Programme Kaiwhakahaere will seek to investigate and respond to the complaint, in full, within 14 days.
 - Where possible, a mutually agreeable outcome will be sought.
 - The agreed upon outcome/solution will be shared, in writing, amongst all parties concerned for their information.
- Wherever appropriate, the requests of ngā mātua will be incorporated into programme planning and design.
- Employment disputes will be resolved following guidelines in the Staff and Management Policy and Individual Employment Agreements