



Riverside

EDUCARE

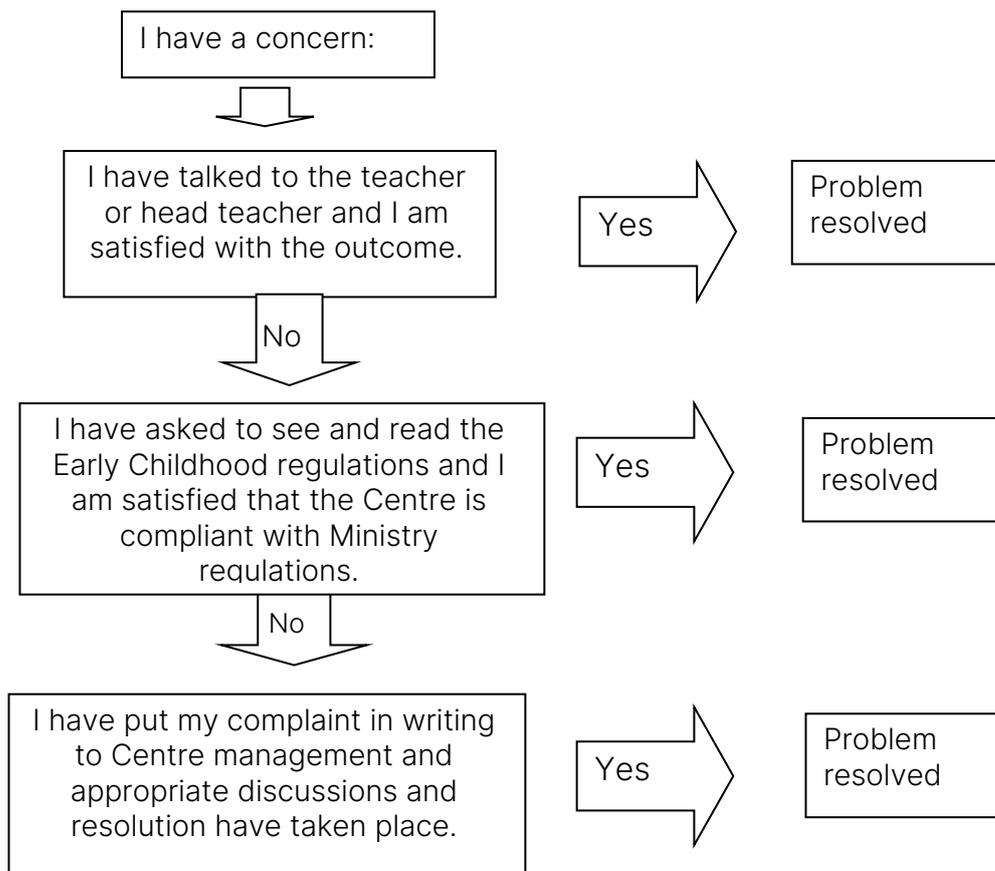
Complaints Procedure – Non Compliance

Rationale:

In dealing with complaints we will be consistent in terms of fairness and procedures. We believe parents and whanau should feel able to forward any concerns, and be assured that their issues are acknowledged and dealt with.

Te Whāriki:

Mana whenua -Children and their families experience an environment where they know that they have a place.



Please Note: at any stage of this process, you can contact the Ministry of Education (03) 471 5200

Date Reviewed: Oct 2021
Licencing Criteria GMA1