

## Literacy Connections Concerns and Complaints Policy

This policy provides staff members, tutors, and parents/caregivers/whānau with clear procedures for raising concerns and making complaints. Our concerns and complaints procedures enable us to:

- maintain a safe environment for our students and staff
- treat all people fairly and with dignity and respect
- resolve matters of concern early and at the lowest level, if possible
- respond to feedback and concerns constructively
- deal with complaints fairly, effectively, and in a timely manner
- take into account individual circumstances
- maintain privacy and confidentiality
- preserve and enhance relationships
- check that solutions have been implemented and are working, including feeding back to the person who raised the issue where appropriate
- monitor and record concerns and complaints
- meet our legal and ethical obligations.

We foster open communication and encourage whānau to talk to us promptly should a concern arise. Most concerns can be resolved informally through discussions with the people involved. If informal discussion doesn't resolve the issue a formal complaint may be made.

### Concerns and Complaints Process

Most concerns can be resolved informally by discussions with the people involved. Try to deal with the concern early and quickly by speaking directly with the tutor.

**Step 1:** Be prepared to make time to discuss your concern if the person involved is unable to talk with you straight away. Indicate what the concern is about.

**Step 2:** Meet with the person involved to discuss the matter. Be prepared to listen to different points of view and try to work towards a resolution.

**Step 3:** If the concern does not resolve this may require another meeting to discuss progress or next steps. Provide feedback as to whether you were satisfied with the outcome. No further action required.

**Step 4:** If the matter is not resolved with the tutor contact Stacey from Literacy Connections to make a time to meet to discuss your complaint.