

Information and Complaints Policy.

Reference and Key Text

Licensing Criteria 2008, Governance, Management and Administration, Parent Involvement and Information documentation required:

- **GMA1:** The following are prominently displayed at the service for parents and visitors:
 - the Education (Early Childhood Services) Regulations 2008, and the Licensing Criteria for Early Childhood Education and Care Centres 2008;
 - the full names and qualifications of each person counting towards regulated qualification requirements;
 - the service's current licence certificate; and
 - a procedure people should follow if they wish to complain about non-compliance with the Regulations or criteria. The procedure includes the option to contact the local Ministry of Education (MOE) office and provides contact details.

Management will ensure that:

- a) The Licence issued by the Ministry of Education is displayed on the Notice Board in the foyer where it can easily be viewed by parents and visitors.
- b) A list is displayed next to the Licence showing the full name of each current "person responsible" employed at the Centre, their date of registration, and the name of their highest (Early Childhood education or teaching) qualification.
- c) A procedure is displayed next to the Licence that describes how parents can make complaints about non-compliance with licence conditions.
- d) The Early Childhood regulations and the Education Review reports are displayed in the Parents Library bookcase in the foyer.
- e) Any changes to any of the information displayed will be updated on the display as soon as there is a change.

Reviewed February 2003
Reviewed: May 2006
Reviewed: May 2010

Reviewed November 2004
Reviewed: November 2008
Next review: August 2012