**Complaints Procedure – Human Resources**

Please follow this procedure for complaints about non-compliance with Ministry of Education licence conditions or other concerns

1. Parents and whanau are encouraged to discuss their concern with the Head Teacher in the first instance.
2. If this is not possible or the issue remains unresolved, please direct your concern to the Waimate Kindergarten’s (WKA) General Manager or Senior Teacher.
3. You can write to these people at the WKA Office:

Postal address: WKA Association

c/- 13 John Street

Waimate

Telephone: 0275837462

Email: generalmanager@waimatekindergarten.co.nz

1. Complaints about non-compliance with the Education (Early Childhood Centres) Regulations 2008 may be made to WKA as above or to:

The Ministry of Education

PO Box 2522

Christchurch 8140

Telephone: 03 378 7300

Fax: 03 378 7308

Email: [enquiries.christchurch@education.govt.nz](mailto:enquiries.christchurch@education.govt.nz)

**Reference**

The Education (Early Childhood Services) Regulations 2008