

# Whenuapai After School Care Inc.

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## Grievances and Complaints Policy

### Staff Complaints

Staff may be suspended on full pay pending further investigation if they are accused of:

- striking or sexually abusing a child;
- failing to observe programme rules so that a child is injured or placed in serious danger.

If the complaint is upheld the staff member may be dismissed, with the agreement of the management committee. Following a dismissal of this nature, the Co-ordinator/Manager in consultation with the management committee, will prepare a follow-up report recommending any changes needed to avoid the situation recurring.

Staff complaints against other staff members must be referred to the WASC Manager. The Manager is to inform the Co-ordinator of any serious complaints involving staff. If it is clearly inappropriate to approach the Manager, staff may contact a member of the management committee. Staff grievances against the management committee will be resolved in accordance with the provisions of the Employment Contracts Act 1991.

### Complaint/Grievance Procedure

If a parent/caregiver has a complaint regarding the programme or staff members, the following procedures should be followed, in order of escalation:

1. Approach the Manager at the time event occurs, who will attempt to rectify the situation.
2. If unhappy with the outcome, contact the WASC Co-ordinator.
3. If still unhappy, contact the Base Executive Officer, Auckland.
4. Further complaints must be made in writing to the WASC Committee and contain details of the grievance and desired outcomes. A response to the complaint will be made in writing within 14 days of receipt.