

<b>Policy title</b>	<b>Kids/Youth Parent Complaints Policy</b>
<b>Policy area</b>	Academic
<b>Policy available for Students – yes/no</b>	YES
<b>Policy detail</b>	<p><b>TLC is committed to treating complaints fairly and promptly.</b></p> <ul style="list-style-type: none"><li>● The complaint must be made in good faith based on evidence that the complainant believes to be true.</li><li>● No action will be taken on anonymous complaints.</li><li>● Receipt of the complaint will be acknowledged within one week and the complainant will be kept up to date with progress.</li><li>● Responses to complaints will be made by unbiased decision-makers who observe fair and impartial procedures.</li><li>● Responses to complaints will be given in writing within 28 days of receiving the complaint.</li><li>● All processes and responses under this policy are confidential to the parties and staff directly involved.</li><li>● The person making a complaint may not take any action that may prejudice the situation or be regarded as an act of recrimination against any other party.</li></ul> <p>The first step, if a parent or caregiver of a child has a complaint, is to phone / speak with the Youth Art Coordinator to discuss the concern informally.</p> <p>If the matter is unresolved, the parent or caregiver can write a signed complaint and give this to the Managing Director who will convene the TLC Complaints Committee.</p> <p>The committee will go through a formal process to assess all the information and report back to the parties involved. If a parent or caregiver requests to meet with a member of the committee they may have a friend present.</p> <p><i>If a parent or caregiver wishes to take the matter further after the committee's response they can contact their local Ministry of Education office:</i></p> <p><a href="http://www.education.govt.nz/ministry-of-education/regional-ministry-contacts/">http://www.education.govt.nz/ministry-of-education/regional-ministry-contacts/</a></p>
<b>Related Procedures</b>	
<b>Date Created</b>	September 2017
<b>Review Dates</b>	June 2020, August 2021
<b>Next review date</b>	

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**Links** August 2022

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