

Email Template for Making a Complaint About an Early Childhood Service

To: enforcement@ero.govt.nz

(Education Review Office – for formal regulatory complaints)

Cc: admin@oece.nz

(Optional – just to inform the Office of Early Childhood Education confidentially and keep it in the loop. OECE cannot investigate individual cases but monitors the sector and can push for system improvements.)

Subject: Complaint against [Name of Early Childhood Service]

1. Start by saying that you wish to make a complaint about an ECE service and give the name and details of the service:

- Full name of the service: _____
- It's address and in what city or region: _____
- Service manager's or owner's name (if known): _____

2(a) Your details

- Your name: _____
- Contact phone *(optional)*: _____
- Email address: _____
- Your role (e.g., parent, caregiver, concerned member of the public): _____

2(b) Confidentiality request (optional)

If you do not want your name or identifying information shared with the service, include:

"I require ERO and the Director of Regulation to keep my name and any personally identifying information strictly confidential."

3. Explain what your complaint is about – what is wrong or has gone wrong

(Describe clearly what happened. Include what you saw, heard, or were told.)

4. Dates, times, and details

(List everything you can remember.)

- Date(s) of incident or issue: _____
- Time(s): _____
- Where it happened: _____
- Names of people involved: _____

Additional details:

5. Any evidence you may have

(Attach or briefly describe any supporting evidence or documents you're able to provide.)

- Photos or video: _____
- Emails and letters: _____
- Medical notes/results: _____
- Written timeline of events: _____
- Other documentation: _____

6. Verification from others (if applicable)

(Mention if others were involved and may be able to confirm what happened e.g. other parents, teachers and staff, or witnesses.)

7. What remedy you want

(State any practical outcomes you are seeking. These help ERO understand the impact on your child and family.)

Examples include:

- Refund of fees for the period your child could not attend due to injury or illness caused by the service
- Ensuring the child who harmed your child is adequately supervised and supported so it does not happen again
- Temporary closure of the service until pest control or hazard removal is completed
- Any other remedy you believe is appropriate

Your requested remedy:

8. What you want ERO and the Director of Regulation to do

(State your expectations for investigation and what actions you are requesting.)

- **Investigate the complaint**
carry out a full and fair investigation into what happened.
- **Conduct an unannounced visit**
visit the service without prior warning or phoning ahead, and observe actual practice and unaltered paperwork and electronic documentation.
- **Give equal weight to your evidence**
do not rely solely on the service's paperwork or take the provider's word over yours.
- **Ensure consequences and inform you**
take appropriate regulatory action and let you know what the actual consequences are for the service.
- **Formally record the complaint**
record the nature of this complaint against the service's name so parents and others are aware, regardless of ERO's or the Director of Regulation's judgement or whether the complaint is upheld.

Additional actions you request:

9. Closing statement

Thank you for receiving my complaint. I request confirmation that it has been logged and that the required follow-up actions will be taken.

Yours sincerely / Ngā mihi **Your name:** _____