

Parent, Family and Whānau Complaint Form

This form contains 4 sections.

1. Parents to record their complaint and recommendations.
2. The service to provide its response.
3. Parents and the service to record their agreement on a way forward.
4. Parents to indicate when the complaint has been resolved to their satisfaction.

Parents and the Service should each keep a copy of this form.

Section 1 – Parents to Complete

Parent's Name/s: _____ Child's Name: _____

ECE Service: _____ Date: _____

Topic of Feedback or Complaint: _____

Full details/Description: _____

I/We propose the following solution(s) or changes: _____

Section 2 – Service to Complete

Our interpretation of the complaint/ problem is: _____

We propose the following solution(s) or changes: _____

Section 3 – Service and Parents to Meet, Discuss, and Complete

Our joint agreed solution/s or changes to be made: _____

What will happen now, the name of the person(s) responsible for carrying through each of the agreed actions, and the time frame?

<i>Action</i>	<i>person/s responsible</i>	<i>by what date</i>
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Parent/caregiver signature: _____ Date: _____

Service representative signature: _____ Date: _____

Section 4 – Follow-up

This section is to be completed by the parent/caregiver at the end of time frame specified in Section 3 'what happens now' above.

Parent/caregiver: I am satisfied with the way my complaint was followed through and it has been resolved to my satisfaction:

Signature: _____ Date: _____