

¹MANZ Complaint Policy

Any complaints sent to MANZ will be acknowledged promptly and advised of the process if it can't be answered immediately.

Complaint against MANZ, employee of MANZ or MANZ Council member

1. If the complaint is about MANZ then the complaint should be sent in writing to the MANZ Executive Officer. Complaints may be discussed with the MANZ president and/or MANZ Council before a response is sent in writing.
2. If the complaint is about an employee of MANZ then the complaint should be sent directly to the employee concerned. The employee can respond directly or consult the MANZ president and/or MANZ Council. If the issue is not resolved the complainant can then contact the MANZ president.
3. If the complaint is about a member of MANZ Council, in relation to their MANZ Council role, then the complaint should be sent directly to the member concerned. The member can respond directly and/or consult the MANZ president and/or MANZ Council. If the issue is not resolved the complainant can then contact the MANZ president.
4. MANZ will work with the complainant to remedy the issue and find a mutually satisfactory compromise.

Complaint against a Montessori early childhood centre or kura.

1. MANZ will advise the complainant of the following:
 - 1.1 All Montessori early childhood centres and kura have a set of operating policies which include a *Concerns and Complaints Policy/Procedure*. This policy/procedure must be displayed for parents/whānau at all times. They will be advised to follow the process outlined in the early learning service or school's *Concerns and Complaints Policy/Procedure* their complaint is about.
 - 1.2 If the concern remains unresolved the local Ministry of Education (MoE) or Education Review Office (ERO) can be approached.

Note:

MANZ is a support organisation for Montessori early learning service and schools that are voluntary members and does not carry out compliance reviews of Montessori centres or schools.

MANZ has no legal responsibility for Montessori early childhood centres or kura and does not have control over the fees charged, donations requested or other operational aspects of individual Montessori centres or schools.

MANZ does not have the power or resources to mediate in disputes between individuals in Montessori early learning service or kura.

2. The early childhood centre or kura concerned will be advised that an official complaint has been received and MANZ may advise who the complaint has been received from however, will check with the complainant prior to a name being advised.

¹ Ratified May, 2019