

## Montessori Aotearoa New Zealand (MANZ)

### Feedback and Concerns Policy | Whakahoki kōrero me ngā āwangawanga

#### Purpose | Aronga

This policy explains:

- how individuals and or member services and schools can give feedback and share concerns about MANZ and how this will be handled.
- outlines MANZ responsibilities and actions should feedback or a concern be raised for or against a member or member early learning service or school.

#### Aim | Whāinga

To encourage an open and cooperative relationship between MANZ management, member schools and early learning services and individuals also ensuring that any issues are resolved at an early stage.

#### Objectives | Hoaketanga

To ensure

- concerns are responded to in a timely, professional and respectful manner.
- consistency in terms of fairness and procedures.
- areas of concern to be reviewed and where necessary changes and improvements made with MANZ's practices and/or policies.
- MANZ follows current employment legislation and best practices.
- MANZ has a process for addressing and resolving any concerns or complaints about racism, discrimination and or bullying about an employee or by an employee when carrying out MANZ duties.
- MANZ treats all concerns confidentiality in line with privacy obligations of the Privacy Act 2020.

#### A Concern against an employee of MANZ or MANZ Council member acting on behalf of MANZ | Ngā Kōamuamu Kaupapa Here

Concerns include:

- dissatisfaction with the way MANZ has followed the Constitution or Policies
- MANZ employee's and/or Council Members behaviour or attitude.

Any concerns sent to MANZ will be acknowledged promptly and the complainant advised of the process if it can't be answered immediately. Any person may lodge a concern. To help MANZ investigate and respond in a timely way, specific details of the incident, conduct or behaviour giving rise to the concern should be provided.

1. If the concern is about MANZ then the concern should be sent in writing to the MANZ Chief Executive. The Chief Executive may discuss the concern with the MANZ president and/or MANZ Council before a response is sent in writing.
2. If the concern is about an employee of MANZ then the concern should be sent directly to the employee concerned. The employee can respond directly or consult MANZ Chief Executive in the

first instance. If the concern is about the Chief Executive, the Chief Executive will work to resolve this and will advise the MANZ president and/or MANZ Council. If the issue is not resolved the complainant can then contact the MANZ president directly.

3. If the concern is about a member of MANZ Council, in relation to their MANZ Council role, then the concern should be sent directly to the member concerned. The member can respond directly and/or consult the MANZ president and/or MANZ Council. However, MANZ president must be made aware of the concern. If the issue is not resolved the complainant can then contact the MANZ president.

### **A Concern to MANZ Against a Member School (*refers to early learning services and schools*) | Kōāmuamu ki a MANZ mō te Kura Mema**

Should a concern be made to MANZ regarding a member school the complainant will be advised that:

1. MANZ is a support organisation for Montessori early learning services and schools, who are voluntary members. MANZ does not carry out compliance reviews of Montessori services or schools.
2. MANZ has no legal responsibility for Montessori early learning services or schools and does not have control over the fees charged, donations requested or other operational aspects of individual Montessori services or schools.
3. All Montessori early learning services and schools have a set of operating policies which include a *Concerns and Complaints Policy*. This policy must be displayed for parents/whānau at all times.
4. The complainant will be advised to follow the process outlined in the early learning service or school's *Concerns and Complaints Policy*.
5. If the concern remains unresolved the local Ministry of Education (MoE) can be contacted.

*Note:*

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