



Shine Kids Complaints Policy

Purpose

Shine Kids is committed to providing a safe, respectful, and inclusive environment for all tamariki, whānau, staff, and visitors.

We recognise that feedback and complaints are an important part of maintaining a high-quality service. Concerns raised by families or members of the community provide an opportunity for reflection, improvement, and resolution.

Shine Kids is committed to ensuring all complaints are handled fairly, calmly, respectfully, and without bias, and that concerns are addressed promptly and appropriately.

This procedure forms part of Shine Kids' organisational governance framework and supports compliance with regulatory expectations for social service providers.

This procedure operates alongside the Shine Kids:

- Child Protection Policy
- Health and Safety Policies
- Code of Conduct

Principles

When responding to complaints, Shine Kids will ensure that:

- Concerns are taken seriously and acknowledged promptly
- All parties are treated respectfully and fairly
- Complaints are handled calmly and professionally

- Confidentiality is maintained wherever possible
- Child safety and wellbeing remain the highest priority

Shine Kids aims to resolve concerns constructively and collaboratively, wherever possible.

How to Make a Complaint

Concerns or complaints can be raised in the following ways:

- Speaking directly with the Programme Manager
- Submitting a written complaint via email to shinekidsnelson@gmail.com
- Providing written documentation outlining the concern

When making a complaint, it is helpful to include:

- The date and time of the incident or concern
- The location or programme involved
- A description of what occurred
- The names of people involved or witnesses (if known)

Concerns should be raised as soon as reasonably practicable after the event.

Reporting Channels

To ensure complaints are handled appropriately and consistently:

Junior staff, programme assistants, and kaiāwhina must not be approached directly regarding complaints.

Junior staff are not responsible for managing complaints and are required to refer any concerns raised with them to the Programme Manager or Owner.

Using the correct reporting channels ensures concerns can be addressed professionally, fairly, and in line with Shine Kids' procedures.

Informal Resolution

Where appropriate, concerns will first be addressed through informal discussion with the Programme Manager.

Many issues can be resolved quickly through open communication and clarification.

During this stage the Programme Manager may:

- Discuss the concern with the complainant
- Gather information from relevant staff
- Seek to clarify misunderstandings
- Work collaboratively toward a reasonable solution

Shine Kids aims to resolve concerns constructively and respectfully whenever possible.

Formal Complaint Process

If a concern is serious in nature, cannot be resolved informally, or if the complainant requests it, a formal written complaint may be submitted.

All written complaints will:

- Be acknowledged within 2 working days
- Be reviewed by the Programme Manager and Owner (Managing Director)
- Receive a response within 10 working days where reasonably possible

During a formal review Shine Kids may:

- Speak with staff members involved
- Review programme documentation or incident reports
- Speak with witnesses where appropriate
- Seek additional clarification from the complainant

Where further time is required to complete a review, the complainant will be informed of the expected timeframe.

Complaints About Staff or Management

If a complaint relates to the Programme Manager, the complaint may be directed to the Owner / Managing Director.

If a complaint relates to staff conduct, Shine Kids will investigate the concern in accordance with relevant employment and organisational policies.

Appropriate action may be taken where concerns are substantiated.

Child Safety Concerns

Any complaint or concern relating to the safety, wellbeing, or possible harm of a child will be treated as a priority.

These concerns may be managed outside of the standard complaints process and will be handled in accordance with Shine Kids' Child Protection Policy.

Where required, concerns may be reported to relevant external agencies to ensure the safety of the child.

Independent Support or Escalation

If a complaint cannot be resolved internally, or if the complainant is not satisfied with the outcome, Shine Kids may seek the support of independent external agencies to assist with resolution.

This may include consultation with:

Te Kāhui Kāhu – Social Services Regulator

<https://www.tkk.govt.nz>

Oranga Tamariki – Ministry for Children (for child protection concerns)

Other relevant regulatory or professional bodies where appropriate.

External involvement may be used to ensure the matter is handled fairly, transparently, and in the best interests of children and the programme community.

Confidentiality

Shine Kids will handle complaints with sensitivity and discretion.

Information will only be shared with individuals who need the information to investigate or resolve the concern, or where required by law.

All parties involved in a complaint are expected to respect confidentiality throughout the process.

Record Keeping

Shine Kids will maintain records of formal complaints and their outcomes.

These records will be:

- documented in writing
 - stored securely
 - used to support service improvement and accountability
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Continuous Improvement

Feedback and complaints are an important part of improving the quality of our programmes.

Shine Kids may use information from complaints to:

- review policies or procedures
 - improve staff training
 - strengthen programme practices
 - support safer and more positive experiences for tamariki
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At Shine Kids, we value working in partnership with whānau and the wider community to support the wellbeing and development of tamariki.

Constructive feedback helps us strengthen the quality, safety, and integrity of our service.

