



Summary Table – 2016 ECE Complaints

The table attached summarises the 331 complaints the Ministry of Education received about early learning services.

It includes a high-level summary of the complaints received, action undertaken by the Ministry and outcome of each. The summary does not include every action we, a service, or another agency may have taken.

Where appropriate we have indicated where a service has subsequently closed.

Complaints summary

This is a summary of the complaint drawn from the complainant's own words. It should not be read as a statement of fact.

Investigation

We assess each complaint we receive to determine if further investigation or action is required. We work with complainants and early learning services to assess what action is required.

Final outcome of investigation

A complaint is 'upheld' where our investigation substantiated part or all of the complainant's concerns. In some cases it was found that one or more regulatory standards had not been met (a 'breach'), but this is not the case for all complaints we upheld.

Sometimes a complaint is 'not upheld', but when investigated other issues are identified and appropriate actions are taken.

Why some complaints are not investigated

After an initial assessment, some complaints do not require investigation. These complaints:

- were referred to the service's own complaints procedure,
- were referred to another agency,
- didn't involve the Ministry, because the service or another agency can respond more appropriately.

Some complaints were not investigated because the complainant withdrew their concerns or did not want action to be taken. In some cases the complainant simply wanted their concerns noted, but action was not required (for example a parent whose child had been removed from the service and their concerns were resolved by the early learning service).

Complaints Summary	Investigation	Final Outcome of Investigation	Explanatory Notes
Complaint about service's management of the dual enrolment policy.	Investigated	Upheld	Ministry investigation did not find a breach but did consider that some practice could be improved and SELO was provided.
Complaint about unpaid wages and termination of contract.	Investigated	Upheld	Service provider reminded of responsibilities under Education (Early Childhood Services) Regulations 2008 to educators. Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.
Service has invoiced complainant for hours the complainant understood to be covered by government subsidies.	Investigated	Upheld	Ministry reviewed documentation relating to enrolment and funding including 20 hours ECE and interaction with other subsidies such as WINZ. These documents were updated by the service provider. Complainant worked with service provider through complaints procedure.
Complainant is concerned about safety and wellbeing of children at service.	Investigated	Upheld	NZ Police investigated and advised there was no evidence to support prosecution. Outcome of Police investigation did not warrant further Ministry investigation. SELO PLD put in place to strengthen child protection understanding and practice. SELO Provider reported strengthened practice evident.
Complaint due to lack of support for child, advice sought on support options.	Investigated	Upheld	Information provided. Service provider addressed issues.
Complaint about 20 hours ECE.	Investigated	Upheld	The Ministry put an action plan for the service in place, requiring a review of enrolment policies, fees information provided to parents, 20 hours ECE information, and the services' complaints procedure.
Complainant concerned about inadequate accident reporting and complaints procedures	Investigated	Upheld	Ministry reviewed accident reports and associated policies and was satisfied with systems in place for recording of incident.
Incident notification of a child leaving the premises. Supervision considerations.	Investigated	Upheld	Ministry sighted the fence and reviewed an updated supervision plan. Ministry was satisfied with the actions taken by the service.
Complainant seeks clarification on optional charges, and 20 hrs ECE.	Investigated	Upheld	Ministry reviewed enrolment and relevant documentation. Service required to change enrolment form to specify that this is a donation.
Complainant withdrew child due to service's approach to managing allergies, unexplained injury, frequent staff changes and disputed fees.	Investigated	Upheld	The service was visited and a provisional licence was issued. Service subsequently returned to full licence after issues addressed.
Complainant cites staff dismissals, frequent vacancies, and a lack of professionalism.	Investigated	Upheld	Ministry assessment identified practice changes needed. Plan put in place to inform complainant.
Complaint received about governance and management of service.	Investigated	Upheld	The Ministry investigated the complaints and SELO support was provided.
Service receiving SELO support is not participating in the programme	Investigated	Upheld	Service recommitted to Ministry funded PLD through SELO.
Complaint about alleged abuse and neglect of children and staff.	Investigated	Upheld	Teacher behaviour discussed with service governance board. Service provider addressed concerns and provided report on improvements they implemented. Education Council informed. Complainant agrees governance of service working better.
Complaint received about the information provided to parents in relation to the curriculum.	Investigated	Upheld	Self-review completed and action plan put in place.
Complainant advised service was not meeting ratio requirements, had minimal resources, did not provide enough support to children and did not provide staff with non-contact time.	Investigated	Upheld	Complainant left the service. Service took immediate action to remedy breaches. SELO PLD support was provided.
Complaint about management of an accident and health and safety process.	Investigated	Upheld	Parent was concerned about the accident procedures after their child fell from play furniture and broke arm. Ministry visited the service and reviewed relevant documentation. Service strengthened health and safety practices to improve accident and incident management.
Complaint from service provider about an educator's suitability to provide education and care and health and safety issues.	Investigated	Upheld	Service provider stood educator down and employment contract was subsequently terminated. Parents were provided with information and support. Local DHB consulted.
Complaint about service's management of learning support.	Investigated	Upheld	Ministry provided SELO PLD to improve strategies for supporting children with additional learning needs.
Complainant alleges teacher ate child's lunch and asked personal questions about family situation.	Investigated	Upheld	Service worked with complainant and resolved concerns.
Complaint made about management of child protection policies and practice.	Investigated	Upheld	NZ Police investigation into an allegation of abuse against a child by a teacher found there was no evidence to support a prosecution. Ministry investigation found that the service could strengthen their child protection policy and practices. SELO PLD was provided to all services under the service provider. Referred to Education Council.
Complainant witnessed teacher mishandling and injuring child. Lack of intervention from other staff.	Investigated	Upheld	Incident was referred to CYFs and meeting involving parents and staff was held at service. CYFs determined there was insufficient information to support any further action.
Clarification of rights regarding custody, access to child's records.	Investigated	Upheld	Family dispute over access to child's learning records. No breach identified but legal advice clarified rights of both parents.
Complainant concerned about service management and administration practices and processes.	Investigated	Upheld	Ministry held multiple meetings with parents and staff. SELO PLD provided around governance and management.

Complainant seeks clarification about fees, optional charges and 20 hrs ECE	Investigated	Upheld	Invoicing errors corrected.
Complainant concerned about treatment of children attending service; educational delivery and premises hygiene	Investigated	Upheld	Centre was visited by the Ministry. A number of poor practices were observed and not all policies were able to be provided. Additional visit occurred resulting in the reclassification of licence to provisional.
Child found unresponsive. Staff failed to ring ambulance, instead rung parent over a period of 45 minutes, parent then took child to hospital.	Investigated	Upheld	Service placed on a provisional licence. Centre manager left the service. Ministry directed service to do a full review of their emergency procedures to improve staff response to emergency situations. SELO PLD put in place and resources developed to help staff act appropriately in future. Parents happy with outcome and child back at service.
Complaint about a service allowing parent to access child, in violation of a protection order.	Investigated	Upheld	Ministry assessment found service had reviewed its policies and practices. Complaint was also referred to NZ Police who investigated and determined no further action needed.
Complaint about service's management of health and safety and complaints practice.	Investigated	Upheld	Ministry investigation found that the service needed to update child protection policies. Service improved on information provided to parents. Parents and service were informed of the outcome of the investigation.
Service asked complainant to continue completing attendance forms for child who is no longer enrolled at the service. Complainant alleges poor management, administration and employment practices	Investigated	Upheld	Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.
Complainant concerned over hygiene practices at service	Investigated	Upheld	Complaint about a service sending dirty nappies and food scraps home with a child. Ministry discussed with service provider and this practice was stopped.
Complainant concerned about staff:child ratios, staff absences and turnover, unsatisfactory sleeping arrangements.	Investigated	Upheld	Unannounced visit conducted and breaches identified. Action plan put in place. Full assessment scheduled. Service visited a further two times. Small number of breaches identified. Service placed on provisional licence to remedy the breaches. SELO PLD provided.
Complaint about a service operating with minimal resources before the service was ceasing operation.	Investigated	Upheld	Ministry investigation found the service provider to be in breach of the regulations by removing resources while the service was in operation. Service now closed.
Complaint about staff ratio breaches on multiple occasions.	Investigated	Upheld	Breaches occurred over a period of 45 minutes across 2 days. Changes were made to staff shifts to ensure breach did not occur again.
Complaint via police about a teacher charged with assault against own child	Investigated	Upheld	NZ Police notified the Ministry of their investigation and subsequent charge of assault against a person employed at an ECE. The assault was against the person's own child. Service provider immediately stood the staff member down and her employment was subsequently terminated.
Complaint about a home-based educator operating as a centre-based service.	Investigated	Upheld	Ministry investigated and outlined licensing and certification requirements. Educators ceased to deliver education and care.
Service did not advise complainant that child was pinched and bitten by another child while attending. No incident report provided.	Investigated	Upheld	Ministry investigated and reviewed documentation and found some forms needed updating. No further action was required.
Service unenrolled child due to unpaid fees. Complainant received verbal reminder only and was concerned 20 Hours ECE was no longer being applied.	Investigated	Upheld	Matter resolved, mis-communication between service and parent.
Complainant concerned about repeated injuries to child, no explanation given by service provider.	Investigated	Upheld	Complainant concerned with one incident where child had been injured while playing outside. Child was taken to hospital. The service provider ensured a full incident report was documented and this was made available to the complainant. The service provider assessed playground to ensure climbing boxes complied with safety standards.
Complainant entered service as a visitor. Alleged children left alone, poor supervision, adult to child ratios not met.	Investigated	Upheld	Service provider made sure staff were aware of the complaint and were involved in a review of the supervision plan and roster. Staff received further training on appropriate processes, systems, and roles in respect to supervision and meeting staff: child ratios.
Meeting with MoE requested to discuss a service's governance issues which could require a change of ownership and licence.	Investigated	Upheld	Ministry provided governance advice and support.
Complainant requested to formally escalate concerns.	Investigated	Upheld	Ministry discussed concerns of SELO PLD provider re engagement in Ministry funded PLD by new manager of service. Provisional licence issued.
Complainant concerned child bitten numerous times while attending service.	Investigated	Upheld	Service worked closely with parents to introduce new strategies to alleviate child's biting.
Complaint regarding noise and pollution from construction work.	Investigated	Upheld	Service agreed to halt work until later in the day when noise would not impact upon nearby ECE service.
Home based service in partnership with a person who had a service that was previously closed by the Ministry.	Investigated	Upheld	Service was audited. Person in question was removed as a director and now retains role as a shareholder. No breaches in regulations or funding rules apparent.
Complaint made in relation to fees charged.	Investigated	Upheld	Service updated enrolment form and changed fee structure to be compliant.
Complaint about health and safety at service.	Investigated	Upheld	Two homes assessed and a number of breaches identified including no requirements by service for educators to maintain records. Office visited and concerns were identified which were subsequently remedied.

Health and Safety concerns due to the development of a new bus depot next door to service.	Investigated	Upheld	Ministry worked with service provider, other agencies and Council to ensure any risk to the safety and well being of children was effectively mitigated. Construction work was moved to later in the day to limit exposure to children. Asbestos risk was raised and investigated with no contamination found.
Children left premises without supervision.	Investigated	Upheld	Provisional licence was issued and changes were made to better manage peak congestion times at the end of the day. Improvements were also made to facilities to ensure children could not leave service without an adult.
Complaint made in relation to curriculum, governance, and management.	Investigated	Upheld	Complaint relates to visits undertaken to follow up on provisional licence. Concerns have fed into wider service provider investigation and all licences for this service provider have subsequently been cancelled.
Service provider has had licenses reclassified as provisional, staff member was requested to attend on day of audit to ensure receipt of any nationally requested documents.	Investigated	Upheld	Concerns have fed into wider service provider investigation and all licences for this service provider have subsequently been cancelled.
Complaint about adult to child ratios and outdoor space.	Investigated	Upheld	Service visited. Documentation was requested and advice and guidance was provided on supervision requirements. Policies reviewed and considered appropriate.
Complainant sent picture of bunk beds that appeared to pose a risk to children	Investigated	Upheld	Ministry visited service. Actions and recommendations were sent to the service in relation to the bunk beds. Service responded with a number of actions taken to remedy concerns.
Complaint about governance, management and administration, poor curriculum delivery and funding query.	Investigated	Upheld	Ministry requested an audit, visited two homes, investigated implementation of the curriculum and met with the service. The service undertook a review of documentation, policies and procedures.
Complaint about unpaid wages.	Investigated	Upheld	The service provider and complainant confirmed that all owed wages were subsequently paid. Concerns fed into wider service provider investigation involving a number of other breaches and all licences for this service provider were cancelled.
Complaint about unpaid wages.	Investigated	Upheld	The service provider and complainant confirmed that all owed wages were subsequently paid. Concerns fed into wider service provider investigation involving a number of other breaches and all licences for this service provider were cancelled.
Concerns raised about procedural compliance following observation of sexualised behaviour of child.	Investigated	Upheld	Ministry held meeting with service. Service notified CYFS and sought advice. Review of procedures implemented. Referred to Learning Support for additional support.
Complainant alleges familial discrimination and exclusion of child from service.	Investigated	Upheld	Service provider investigated issue which led to implementation of new process, letter of apology being sent to parent, and development work for staff member at fault.
Incident occurred which resulted in a breach of a child's privacy.	Investigated	Upheld	Service became aware of privacy breach. Staff member was told to remove item breaching privacy and was dismissed from the service. Service took all steps to manage the issue including contacting applicable agencies. A referral was made to NZ Police and the Education Council.
Anonymous call cites health, safety and hygiene issues to service due to water supply interference.	Investigated	Upheld	The anonymous call alleged that the service did not have a water supply for about three hours while taps were being installed. The Ministry investigated and provided advice and guidance on temporary closures. The service acknowledged that the water supply had been turned off for just over 2 hours, and confirmed that future work of this kind would take place outside of licensed hours, or the service would temporarily close.
Complainant has health & safety concerns for children at service.	Investigated	Upheld	The complainant had resigned from the service. Service closed due to non-compliance.
Complainant seeks advice over fee reimbursement for 20 hrs ECE.	Investigated	Upheld	Service contacted parent and parent informed Ministry they were satisfied that they would receive reimbursement.
Complainant seeks clarification on fees charged over public holidays	Investigated	Upheld	The service had believed that its fees policy was allowed under 20 hours ECE. The Ministry informed the service that fees could not be charged on public holidays where children were enrolled for 20 hours ECE only. The service changed its fees policy to meet 20 hours ECE requirements, and advised parents of the changes, and credited parents wrongly charged for the most recent public holiday.
Complainant cites multiple concerns: lack of teacher visits, poor/fraudulent documentation, lack of support, unpaid wages.	Investigated	Upheld	Ministry assessment found evidence of lack of visits from co-ordinator. Service took action to ensure identified non-compliance does not continue in the future.
Health and safety issues cited in relation to play equipment, injuries, and lack of Ministry of Education involvement.	Investigated	Upheld	Ministry assessed playground and improvements were made to improve stability of playground structure. Structure was eventually removed.
Complainant concerned after child left service unattended. Unsatisfactory communication with Police and parent. Poor record keeping and communication.	Investigated	Upheld	Service provided incident report. Meeting held with parent of child. Improvements made to facilities to make it harder for children to leave service. Contact information updated. A referral was made to NZ Police.
Complainant concerned about health & safety, curriculum practices, and hygiene.	Investigated	Upheld	Assessment visit identified breaches. Action plan put in place and all breaches remedied.
Complainant concerned about food policy as child is unable to eat what service provides due to health issue.	Investigated	Upheld	The Ministry visited the centre to make sure that the daily nutritional needs of that child and all children at the service were met, and that alternative food options were available to children. The service also reviewed its food and nutrition policy, developed a new four week rotational menu after consultation with a dietician and with parents.

Multiple complaints in relation to health & safety, curriculum, unsupervised children, and poor communication.	Investigated	Upheld	A report and relevant policies/procedures were requested in relation to a number of complaints made after the business was sold. These were provided and did not meet regulated standards. The service was visited and a provisional licence was issued. Provisional licence subsequently returned to full.
Complainant concerned about management's response to Health and safety issues.	Investigated	Upheld	Ministry assessment identified areas of concern. Actions were taken immediately to mitigate concerns and improve systems.
Complainant has governance and health and safety concerns	Investigated	Upheld	Ministry requested documentation and visited service. Non-compliance found. SELO PLD support provided to service resulting in improvements to practice.
Complainant advises of potential fraud, no delivery of curriculum or teacher support.	Investigated	Upheld	Ministry assessment identified concerns/breaches and service placed on provisional licence. Licence subsequently returned to full.
Complainant cites lack of supervision around pool, health and safety concerns, license status concerns, and lack of hot water in service.	Investigated	Upheld	Ministry assessment did not identify any breaches in relation to supervision or health and safety concerns. Access to hot water discussed and agreed action in place to replace zip. No other action needed.
Complainant cites poor health and safety and injury management, inappropriate discipline procedures, possible abuse/neglect.	Investigated	Upheld	Complaint about incident where child received burn blisters on feet from outdoor matting. Ministry contact with service provider established remedial action had already been taken to mitigate any further risk of burns from matting. Multiple efforts to connect with complainant post follow-up were unsuccessful and no further action was taken.
Allegation of serious misconduct against a staff member which is being investigated by the police	Investigated	Upheld	NZ Police investigation found no evidence of assault. SELO PLD support provided to help strengthen child protection practices across teaching team. Referred to Education Council.
Complainant concerned about food quality at service, and alleges verbal abuse by staff.	Investigated	Upheld	Complainant concerned at the provision of KFC to children and response of a staff member to being challenged on this. Service visited, no breaches found in relation to complaint but improvements to some systems and processes were identified and actioned.
Complainant seeks clarity on Service Provider responsibility for providing equipment, cites financial mismanagement.	Investigated	Upheld	Concerns fed into wider service provider investigation involving a number of other breaches and all licences for this service provider were cancelled.
Internal complainant concerned about management behaviour.	Investigated	Upheld	Ministry met with service and required review of policies. Action plan was developed and service was monitored. Further complaints led to Ministry visit and notification to NZ Police and CYFs. Staff member at centre of complaint was stood down and subsequently dismissed. A follow up visit resulted in the service being put on a provisional licence. SELO support was provided and service full licence was eventually reinstated. Referred to Education Council.
Complainant alleges child was unattended during pick-up, staff unresponsive to concerns.	Investigated	Upheld	Service put action plan in place, reviewed supervision planning and practice and implemented PLD.
Complainant concerned over poor supervision and interactions, head lice, proximity to construction equipment, poor curriculum & learning outcomes, and communication with parents.	Investigated	Upheld	The service provided evidence of comprehensive response to the concerns raised, and provided evidence of changes in the areas identified. The Ministry was assured that the service provider had systems in place to ensure positive changes will continue.
The complaint relates to supervision, ratios, access to the outdoor area, fees charged.	Investigated	Upheld	Ministry completed an unannounced visit. A number of actions were identified for the service to complete. Actions were taken to satisfaction of the Ministry.
Complainant has health and safety concerns for their child, citing lack of proper food allergy management by staff.	Investigated	Upheld	Ministry investigated complaint and required service to complete an incident report. The service was also asked to review and strengthen reporting procedures and practice, review and strengthen communication systems and ensure parents are kept informed. These actions were completed in consultation with complainant and to the Ministry's satisfaction.
Complainant cites fraud, misuse of funds, and deceit of employees by service provider.	Investigated	Upheld	Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.
Unattended child exited service due to faulty gate lock.	Investigated	Upheld	Service completed incident report. Parent was advised immediately. Gate lock replaced.
Complainant cites failure of wages paid, potential fraud, while employer awaits Ministry of Education visit.	Investigated	Upheld	Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.
Concern over late payment of wages.	Investigated	Upheld	Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.
Complainant concerned re: child overheating, lack of shade in outdoor area; no formal complaints procedure; extended mat times; poor resources to support kaupapa Māori education; poor scheduling; poor food hygiene; teacher skills.	Investigated	Upheld	Full licence assessment undertaken. Small number of breaches found. Documentation requested and provided. Complainant was advised of action and was happy with outcome.
Complainant alleges mishandling of multiple children including smacking.	Investigated	Upheld	Service placed on provisional licence. Staff member was dismissed. Service held workshops to help improve staff understanding of child protection policy.
Child informed parent of assault by employee of service	Investigated	Upheld	Employee of service (not a teacher) smacked a child. Employee was investigated by NZ Police and received a written warning. Employee's duties and role description were changed to limit involvement with children except to drive the van when picking up and dropping off children. During this time another staff member will be responsible for supervising the children. SELO PLD support provided to service. CYFs consulted.

Complainant concerned after child received a number of serious injuries, and incorrect information was entered on accident form.	Investigated	Upheld	Adult concerned stood down, no longer working at service. Appropriate agencies notified and correct procedures followed. Ministry provided advice to service to support further strengthening of processes in future.
Complainant alleges their child was inappropriately touched/abused by another child or potentially an adult	Investigated	Upheld	Ministry assessment identified improvements to be made on child protection policy and complaints procedure. Service provided policy documents after review and improvement under CYFS guidance.
Police notified of incident between a child and adult	Investigated	Upheld	Investigation led by NZ Police. Adult stood down. Ministry reclassified service's licence to provisional and provided service with SELO PLD support. Staff and parents completed child protection training. Further licence assessment carried out by Ministry. Service demonstrated compliance with provisional licence conditions, returned to full licence status.
Child disclosed sexual abuse to teacher who did not inform parent. Abuse continued until child informed parent months later.	Investigated	Upheld	Ministry met with service provider who had instigated a review of their child protection policy and procedures. Service provider acknowledged disclosure from child should have been acted upon earlier. Further professional development provided to staff on the service's child protection policy. Complainant reported offending to CYFS. Child received counselling and perpetrator arrested.
Complainant concerned service does not have enough resources, or a sufficient variety of resources, for children attending	Investigated	Upheld	Ministry assessment identified need to increase resources to support curriculum delivery. Ministry satisfied with agreed plan to remedy shortfall.
Internal complainant concerned about fraud, as numbers and names of educators, children and houses do not match up, and houses not meeting licencing requirements.	Investigated	Upheld	The complainant resigned from the service. Ministry identified a number of concerns and suspended licence. Licence subsequently cancelled.
Building owner concerned of health and safety risk to children regarding building concerns.	Investigated	Upheld	Service provider worked with both local Council and Fire Service to mitigate risk of flooding. Interim solutions put in place whilst longer term solution found. Concerns were remedied.
Complainant seeks clarification on staff:child ratios, and child supervision expectations.	Investigated	Upheld	The Ministry assessed daily child sign in sheets, staff timesheets and staff rosters. The service quickly made changes to its processes in consultation with the Ministry to ensure that correct ratios were maintained and evidenced at all times.
Child with food allergies admitted to hospital after consuming wrong formula. Complainant seeks account of events, apology.	Investigated	Upheld	A 14 month old child with food allergies was taken from the service to hospital with breathing difficulties. The doctor advised that it was highly likely she had been given the wrong formula. The Ministry's investigation did not find evidence of a regulatory breach. The service provider notified Worksafe and apologised to the parents. The parents were involved in the centre's self review process. The child returned to the service having been issued with an epi pen which staff were trained to use. Ministry staff visited the service to check policies and procedures for children with severe allergies, and required further changes to strengthen and align policies and practice. The Ministry called the parent, who advised she was happy with the changes, and happy that her concerns had been followed up.
Complainant highlights poor, possibly fraudulent record-keeping, lack of employment contracts for several staff. Complainant has been threatened/verbally abused by management for encouraging others to seek advice.	Investigated	Upheld	The Ministry carried out a full licence assessment and placed the service on a provisional licence. Working conditions at the service were investigated by the Labour Inspectorate.
Concerns raised over inappropriate cold-weather clothing for children and resulting health risk, poor supervision, teacher:child ratios.	Investigated	Upheld	Ministry conducted a number of visits to service (both announced and unannounced). An action plan was implemented in response to the complaint. Ministry visits confirmed service demonstrating improved teaching practice and have effectively implemented and embedded changes.
Complainant has concerns over the employment of a cleaner/carer who has a previous conviction for child assault. Complainant feels ignored.	Investigated	Upheld	Service is parent led and children attend with parent or guardian at all times. Employee does not meet definition of a children's worker under Vulnerable Children's Act 2014. Service provider aware of employee's previous conviction and have allowed employee to continue working at service as a cleaner. Ministry recommended service strengthen and clarify aspects of health and safety and GMA criteria and offered further SELO PLD support.
Concern raised over licensing, building compliance and premises. Health report showed water was too hot.	Investigated	Upheld	Service was delivering a transition to school programme from a building that was not part of the licensed premises. The Ministry required changes to the programme to meet curriculum requirements and assessed the additional building in use to ensure compliance with licensing requirements.
Parent alleges teacher encouraged children to physically abuse another child, child now withdrawn and afraid of attending. Concerns over facilities from health and safety perspective. Parent seeks guidance and support.	Investigated	Upheld	NZ Police investigated, determined no further action required. Ministry visited service and issued provisional licence. SELO support provided to and completed by service. Service subsequently placed back on a full licence. Referred to CYFs.
Complainant concerned about repeated skin infections on child and the centre's practices.	Investigated	Upheld	Ministry and Public Health representative visited the service and investigated and agreed on action plan for managing outside space. Parent was informed and invited to contact Ministry if unhappy with outcome. No contact was made.
Child left premises unsupervised. Lack of communication to families. Security of perimeter fence was compromised, and service was reluctant to investigate and review safety of children.	Investigated	Upheld	Ministry visited service. Service implemented action plan. Ministry held follow up meeting with service and were assured that range of actions taken had mitigated any future risk.
Complainant paid to hold child's place in service while travelling. Alleges unprofessional behaviour from staff upon return, seeks reimbursement of fees.	Investigated	Upheld	Ministry investigated and reviewed complaints process. The service made required changes. The Ministry mediated a solution between complainant and service to the satisfaction of both parties.
Complainant uncertain over policies relating to waiting lists and police reports. Lack of communication with parents re: enrolment procedures.	Investigated	Upheld	Parent complained about delays in enrolment process. Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.

Multiple concerns raised including insufficient care, inappropriate behaviour management, verbal abuse, high staff turnover, lack of toilet training. Verbally threatened over fees owed by management. Health and safety concerns regarding neighbouring business.	Investigated	Upheld	Service placed on provisional licence and SELO/PLD provided. Follow up licensing assessment visit completed and Ministry determined all areas of non-compliance remedied.
Complainant alleges: poor communication and behavioural management, unprofessional conduct by staff, invasion of privacy.	Investigated	Upheld	Multiple Ministry visits to address concerns. Complaints policy amended and self review completed. Complaints policy sent to parents for review and endorsed by the Committee. Education Council informed by complainant.
Complainant seeks clarification of fees charged on top of 20 hrs ECE subsidy, and quality and standard funding rates.	Investigated	Upheld	Ministry investigation found that the service was in breach of the funding handbook and regulations. The service was placed on a provisional license and SELO PLD provided as well as an action plan to meet regulatory requirements. The service returned to a full licence in 2018.
Parents of child who bites others concerned about their rights. Parents of children who were bitten are unsatisfied with management of situation.	Investigated	Upheld	Ministry initially referred complainants back to the service and as a resolution was not found then mediated between the parties. Ministry visits did not identify any regulatory breaches and found service responsive to advice and guidance.
Complainant concerned over entitlement to fees, seeks clarification.	Investigated	Upheld	Ministry assessment identified a number of breaches unrelated to the complaint and service was placed on a provisional licence. Licence has subsequently been returned to full.
Complainant witnessed potential verbal abuse of child by educator.	Investigated	Upheld	Ministry investigation found service provider followed their child protection policy in responding to and managing the complaint. Educator elected to terminate contract.
Complainant alleges two educators providing care from same home, and providing out-of-school care concurrently with home-based ECE.	Investigated	Upheld	Service provider resolved the issue by confirming with educators that a home-based service cannot provide out of school care, nor can excursions be carried out for the majority of licensed hours. The Ministry was satisfied with the service provider's actions.
Home alleged to fail to meet numerous standards re: limited, poor quality resources, unsecured access to medications, cleaning products and cupboards. Unsafe outdoor area, insufficient bedding.	Investigated	Upheld	Two homes were visited and breaches were found which the service provider remedied.
Complainant concerned about service describing child as having behavioural issues, however never received written or verbal explanation of any incidences.	Investigated	Upheld	Ministry investigated and service provider agreed to improve communication with parents. Complainant satisfied with the outcome of the investigation. Referral to DHB discussed.
Complainant's child not given water as instructed. Non-compliant sleeping arrangements re: suffocation risks, lack of supervision, preferred sleep schedule not followed. Witnessed verbal abuse of child.	Investigated	Upheld	Ministry assessment determined adequate sleep supervision evident. Ministry provided advice, service implemented recommended changes immediately. Service immediately eliminated potential risks identified at visit. SELO/PLD support provided to service.
Complainant alleged misuse of finances, lack of resources and staffing, and lack of child protection policy.	Investigated	Upheld	Ministry requested documentation from service provider which was received and assessed as compliant.
Non-completion of required paper work, falsification of records and care not occurring yet funding being fraudulently claimed.	Investigated	Upheld	Concerns have fed into wider service provider investigation and licence has subsequently been cancelled. Referral to SFO discussed.
Frequent outbreaks of communicable diseases, linked to poor hygiene practices. Multiple instances of poor health management for children with conditions. Poor communication with parents. Teacher:Child ratios also a concern, improper supervision, Head Teacher not registered.	Investigated	Upheld	Ministry undertook unannounced visit. Visit confirmed service required to review nappy changing, sleep monitoring and infection control procedures. Service reviewed relevant processes and procedures and provided evidence of this to the Ministry. Upon evaluation, Ministry determined service had competently reviewed procedures and implemented changes to practice. Determined no need to reclassify licence.
Complainant alleges child was in pain and cries were smothered. Incident was not followed up by the manager. Child was removed from care.	Investigated	Upheld	Ministry investigated, service required to update complaint procedure and child protection policy. Licence reclassified to provisional. SELO/PLD provided to service, positive outcomes reported. Service placed back on a full licence following resolution of provisional licence conditions.
Complainant unhappy with treatment of child, lack of written reports of accidents, and delay in providing outcomes.	Investigated	Upheld	Ministry follow-up established service provider had identified areas of practice to strengthen. Ministry satisfied service implementing investigation recommendations. Complainant satisfied with outcome.
Allegations of mishandling and verbal abuse of children by teacher.	Investigated	Upheld	Staff member concerned resigned. Ministry provided advice regarding child protection and human resource policy requirements to service. Service contacted Education Council. Service conducted investigation and was made aware of reporting requirements to other agencies. No further action required.
Ratio and child safety concerns	Investigated	Upheld	Ministry met with service and found service to be operating within ratios. Service's accident analysis process needed improvement. Communication difficulties were evident. Action plan to address concerns and needs of individual child. Parents satisfied with service's response. Service continued to monitor child and have reported positive outcomes.
Complaint regarding two educators working from one premises informally.	Investigated	Upheld	Investigation established a temporary arrangement where two educators worked from separate dwellings on a large rural property. Both dwellings compliant with regulatory requirements. Arrangement ended when one educator relocated. Service subsequently ceased operating and licence was cancelled.
Various complaints against staff member over physical, verbal abuse. A historic incident had not been reported to the Ministry of Education.	Investigated	Upheld	Staff member concerned dismissed. Operational policies, procedures and systems reviewed. Licence reclassified to provisional. Education Council notified. Ministry conducted site visit to assess compliance with breaches identified on provisional licence. Service compliant and licence reclassified to 'full' status.

Health and safety concerns after child injured while tradesman was on site making repairs.	Investigated	Upheld	Ministry visited service and developed action plan. Health and safety review undertaken. Service addressed actions identified and updated health and safety policies. These were implemented across the service.
Child dismissed by service with immediacy, parent found the timeframe and fees involved burdensome.	Investigated	Upheld	Ministry determined service followed documented processes, identified and sought agency support where required and invited parent to return with child with additional support. Service reimbursed holding fee to parent. Service contacted CYFs.
Child scratched repeatedly by another child.	Investigated	Upheld	Ministry reviewed action plans developed by service (one for each child). Service implemented plans and staff monitored impact. No further incidents reported. Complainant satisfied with actions undertaken.
Allegations of physical mishandling and verbal abuse of children by employee.	Investigated	Upheld	Service provider's child protection policy did not meet requirements under the Vulnerable Children's Act 2014. Service visited and provisional licence issued. Staff member concerned dismissed. Service notified all appropriate agencies including Education Council and informed parents. Committed to rectifying breach promptly. A referral was made to NZ Police. Full licence reissued.
Health visit by local District Health Board advisor found the new site had not been assessed by Ministry of Education, but was in use. Outdoor space is under construction and inaccessible, but hazards observed.	Investigated	Upheld	Ministry conducted unannounced visit. Provisional licence issued to rectify areas of non-compliance. Children relocated to licensed space. Service demonstrated compliance with all provisional licence conditions. Full licence reinstated.
Complainant concerned about role responsibility, lost employment contract, late wages, poor governance and potential negative effect on her teacher registration.	Investigated	Upheld	Determined to be foremost an auditing issue. Complainant advised to also contact Employment Relations authority regarding concerns related to employment.
Exiting staff member reports verbal abuse of staff and children, neglect of child.	Investigated	Upheld	Complainant resigned from the service. Ministry requested documentation relating to Coordinator/PR visits, and an action plan was put in place by the service provider for the staff member facing allegations. The action plan resulted in an improvement in the behaviour, approach and practices of the staff member via training and ongoing monitoring by the service provider.
Complainant concerned child has a high number of accidents, with little explanation from educators. Also concerned about staff turnover, and supervision practices.	Investigated	Upheld	Ministry requested documentation relating to hazard identification, incident response, and serious injury notification. Also requested copies of the supervision plan and illness plan. Changes to policies and procedures were required. The service provided evidence of a change to policies and procedures.
Child exited suddenly due to behavioural management issues. Diary of behaviour withheld by service. Complainant wants refund of fees paid in advance.	Investigated	Upheld	Service provided incident report to Ministry. Ministry investigated and identified areas of curriculum planning and delivery that required strengthening. Service engaged in PD to rectify. Service refunded complainant's fees paid in advance. Complainant satisfied with resolution.
Concerns from multiple parents re: under-resourcing, high staff turnover, unsafe equipment and property, lack of windows, unsanitary conditions, lack of fire drills, outdated documentation, poor food variety.	Investigated	Upheld	The complainant's concerns were assessed during the monitoring of the service's existing provisional licence. The service addressed all areas of non-compliance, and sought SELO professional development training. The Ministry observed improvements to staff practice, relationship building with parents and children, and changes to the service environment and resources.
Concern that teacher was forced to resign following mishandling of child, complainant believes this was unwarranted. Further concerns re: staff/child ratios, staff exhaustion, poor communication.	Investigated	Upheld	Ministry staff observed the "mishandling of child" whilst on a provisional licence monitoring visit. The Ministry immediately requested that the staff member be excluded from having unsupervised access to children. The Education Council were notified. The service provider apologised for the delay in informing the parent of the incident. Conditions on the provisional licence were extended to address breaches relating to governance, management and administration. These were met within the required timeframe. The complainant received clarification that it was the staff member's decision to resign. The service returned to a full licence, having satisfactorily complied with all requirements.
Concerns due to limited parking, traffic issues, and quality of fencing at service.	Investigated	Upheld	Ministry sought advice from Council, and confirmed service compliant with RMA requirements. Ministry visited service and suggested improvements to fencing and signage. Ministry noted service's diligence in communicating requirements to parents. Ministry updated concerned neighbours and communicated that service provider happy to be contacted directly. Complaint closed as Ministry had limited jurisdiction over this area.
Parent concerned about health and safety procedures as child exited centre via unsecured gate, found nearby. Parent not informed until next day.	Investigated	Upheld	The service investigated the incident and provided the Ministry with a full account of the risks they had identified that led to the child exiting the service unobserved. The Ministry was satisfied that the service responded appropriately and mitigated the risk around confusion of exit and entry points versus emergency exits. Parent was informed of these changes.
Complainant alleges provider bullied parent, refused access to child's information until fees paid, breached privacy, verbally abused staff, made uninvited visit to parent's home.	Investigated	Upheld	The Ministry requested an incident report and visited the service. The Ministry did not find evidence of a regulatory breach, but identified some policies and procedures that needed updating. The Ministry set up an action plan for the service to update the policies and procedures with the intent of increasing its roll.
Concern raised about service keeping children outside all day.	Investigated	Upheld	Ministry conducted unannounced visit. Service required to provide an action plan to address all Risk Assessment Management and a Daily Hazard Checklist throughout renovation period. Service provider advised to provide staff training on Risk Assessment Management. Repairs completed.
Complainant concerned about teacher:child ratios, no. of unqualified staff, teacher cooking meals, unsettled children, child badly hurt in stair fall.	Investigated	Upheld	The Ministry visited the service and identified incomplete staff and room rosters. Advice was provided on behaviour management, and arrangement of staff to meet supervision requirements. The service provided an updated staff and room roster which showed that the service was compliant with supervision requirements,

			including for non-contact staff. Information on child being hurt in stair fall was anecdotal and no clear evidence found that this had occurred.
Child escaped service unnoticed, passer-by found child and returned to centre.	Investigated	Upheld	Ministry found the service provider had improved the fencing and gardens at the service to ensure that children were unable to climb over, and the front gate was secured with a lock chain.
Child escaped service unsupervised, parent not correctly notified.	Investigated	Upheld	The Ministry found that the service provider had changed the gate to ensure children could not exit unsupervised. Referral to NZ Fire discussed.
Tree fell on playground injuring multiple children.	Investigated	Upheld	The service was placed on a provisional licence while WorkSafe undertook an investigation. A qualified arborist removed the tree and inspected other trees on the property. Four children were hospitalised and discharged. WorkSafe is currently prosecuting the service. A referral was made to NZ Police.
Complainant alleges staffing issues and building compliance issues.	Investigated	Upheld	Service on provisional licence at the time of complaint. Ministry conducted unannounced visit. Health and safety breaches identified, and further conditions added to provisional licence. Compliance areas remedied by service and licence subsequently reclassified to full. Service provider engaged with PD provider. Children settled and experiencing positive staff - child interactions.
Complainant alleges fraud & disagreements with shareholders, contractual compliance issues	Investigated	Upheld	Complaint involved service provider and investor disagreement. Provisional licence issued in relation to governance and management issues. Further site visit identified multiple breaches and licence subsequently suspended. The service licence has not yet been reinstated.
Parent felt pressured into reducing hours or exiting service after child turned 5.	Investigated	Upheld	Complaint resolved between parent and service provider. Complainant was provided information for contacting the Human Rights Commission and Children's Commissioner.
Child broke leg and was very distressed, medical attention not sought and parent informed only at pick up.	Investigated	Upheld	The Ministry investigation found that the service did not correctly report the accident or seek adequate medical attention for the child following fall from monkey bar. Service provider acknowledges the seriousness of the injury was not initially identified. A review of the outdoor play equipment established that play equipment met NZ Standards, and that supervision requirements were also being met. An action plan was implemented for the child's return to the service to manage the injury. Worksafe subsequently notified by service.
Breach of Funding Handbook and Regulation 44. Expired practicing certificate of Person Responsible.	Investigated	Upheld	Service informed Ministry of breach due to person responsible certification expiration. Service placed on provisional licence and person responsible stood down. New person responsible put in place and all issues resolved.
Multiple complaints and petitions to remove staff member who allegedly harmed children.	Investigated	Upheld	The Ministry identified potential areas of non-compliance, resulting in a full licensing assessment of the service. Breaches were quickly resolved without reclassifying licence to provisional. Other staff and the staff member's former employer were interviewed. NZ Police and CYF were notified of the allegations. Both agencies advised the complaint did not meet their threshold for further investigation. The service received SELO PLD support to strengthen governance and management roles and responsibilities.
Death of child from incident on slide.	Investigated	Upheld	The service was placed on a provisional licence while Worksafe and NZ Police investigations were carried out. Neither agency pressed charges. The Ministry's Traumatic Incident team provided support. The service was subsequently returned to a full licence. A staff member subsequently left the service.
Complaint regarding Ministry of Social Development funding, and employment relationships.	Investigated	Upheld	Complainant contacted and advised to contact MSD regarding MSD subsidies. Ministry contacted service and discussed management of sensitive information. Practices changed due to this.
Complainant had concerns about interaction between misbehaving child and pregnant mother outside service.	Investigated	Upheld	Report provided by teacher who witnessed incident. Ministry satisfied with service provider response.
Child assaulted by older child with behavioural issues, while unattended. Incident not recorded and parent not notified until end of day.	Investigated	Upheld	Service has amended policy in relation to informing parents of incidents. The service undertook self-review in incident management.
Infant allegedly grabbed by staff member, who was stood down awaiting investigation. Management delay in providing incident report and meeting with parents.	Investigated	Upheld	A mandatory notification was made to the Education Council. CYF were also notified of allegations. NZ Police conducted an investigation into the incident. The service was placed on a provisional licence for the duration of the investigation. The service reviewed its child protection policy and procedures and made changes around handling incidents of this nature in the future. Staff member was suspended and subsequently left service. Service returned to a full licence.
Complainant told by child that they had been smacked on arm by teacher.	Investigated	Upheld	The Ministry requested relevant documentation and a completed incident report. The complainant was advised that there was insufficient evidence to verify the allegation, but that an incident had occurred where a staff member had grabbed the child's arm to try and stop the child from falling. The service reviewed its child protection policy to ensure it met Vulnerable Children Act 2014 requirements around staff training, handling allegations of abuse and neglect, and monitoring children.
Child broke leg falling off playground equipment.	Investigated	Upheld	The service was placed on a provisional licence and asked to review its policy and procedures for responding to an injury. The service undertook full first aid training for all staff. The child was removed from the service. Service met all requirements of provisional licence and returned to full licence status.
Complaint about behaviour of staff member. Incident witnessed by other staff, and reported. Service carrying out investigation.	Investigated	Upheld	The Ministry was satisfied with the investigation carried out by the service provider which resulted in disciplinary action against the staff member. The staff member subsequently resigned.

Service identified child as risk and asked for child to be enrolled elsewhere. Complaint regards poor/informal communication and procedural management from staff.	Investigated	Upheld	Service required to undertake review of complaint and social competence policy, and ensure robust information and communication management in place.
Complainant observed fraudulent behaviour.	Investigated	Upheld	Concerns fed in to wider service investigation and licence subsequently cancelled. Referral to SFO discussed.
Complainant expressed concern for child safety.	Investigated	Upheld	Areas of concern and non-compliance investigated. Actions were identified to achieve compliance following visit. SELO PLD support provided. Service made progress to address areas of non-compliance. Service has subsequently had licence cancelled as part of a wider service provider investigation.
Witness expressed concern after witnessing staff yelling at a child exhibiting poor behaviour, and restraining her in a pram.	Investigated	Upheld	Ministry contacted service provider, who committed to investigating complaint. Service provider confirmed that child involved was child of a staff member. Formal guidance and behavioural management plan developed for staff working with child.
Complaint about children's wellbeing.	Investigated	Not Upheld	Ministry met with service and was satisfied service was addressing concerns. Support was offered through Incredible Years.
Complainant concerned about high temperature in service building.	Investigated	Not Upheld	Ministry assessed ventilation and temperature information as compliant.
Complainant witnessed fall where a child and teacher were injured. Incident not reported or parents informed.	Investigated	Not Upheld	Breach could not be confirmed. Advice and guidance provided. Ministry working with centre on variety of issues.
Concerns raised about a service from two people who were unwilling to progress with a complaint. Service was not named, however enough information was provided to allow MoE to investigate further.	Investigated	Not Upheld	Ministry visited service and provided guidance and support without compromising those who had been in contact with the Ministry.
Complainant cites poor management and administration practice and ongoing head lice issues at service	Investigated	Not Upheld	Ministry visited the service and provided applicable advice and guidance. Service is working with complainant. No breach identified.
Complainant advised MOE of relationship breakdown between themselves and service owner. Resulted in child being removed from the roll overnight.	Investigated	Not Upheld	Resolved following meeting between service owner and complainant.
Complainant concerned about fees increase, seeks clarification on 20 hrs subsidy, queries financial practices.	Investigated	Not Upheld	Ministry contacted service to enquire about fees. Complainant was advised to follow service complaints process and contact the Ministry if he was unsatisfied with service response.
Complaint about supervision and ensuring the safety of a child.	Investigated	Not Upheld	Investigation found that the service's policies and practices met the regulations.
Complaint about a breach of the 50% qualified teacher requirement.	Investigated	Not Upheld	Ministry assessment determined alleged breaches to 50% requirement could not be substantiated.
Staff restructuring	Investigated	Not Upheld	Ministry assessment found ratios and PR requirements were met.
Complainant seeks clarification on fees and 20 hours ECE policies.	Investigated	Not Upheld	Ministry requested documentation from service. Auditor reviewed documentation. Complainant was provided information to support discussion about fees with service.
Service advised complainant that there is no longer a place for the complainant's child at the service because of frequent absence due to illness. The centre is now full.	Investigated	Not Upheld	The centre confirmed with the Ministry that the child's enrolment ended due to frequent absences and followed the funding rules. The centre was full and could not re-enrol the child. The complainant was offered help to find another centre for the child but they did not take up this offer.
Complainant alleges service is operating without a license, cites safety and educational concerns.	Investigated	Not Upheld	Setting assessed as not needing to be licensed. Advised complainant that the business being complained about was not a licensed service and therefore does not sit within our jurisdiction.
Complaint via CYFs about mistreatment of two children.	Investigated	Not Upheld	Children removed from service and provisional licence issued. Ministry met with CYFs and NZ Police. Mistreatment allegations unsubstantiated. Service subsequently returned to full licence.
Complaint about a service's management of a child's behaviour and poor communication with parents about a child's learning and development.	Investigated	Not Upheld	Service accessed appropriate support for the child and managed this with the parent. Additional educator was brought on and child's hours were reduced.
Complaint about a relieving teachers behaviour management approach.	Investigated	Not Upheld	Service provided incident report and developed plan to ensure consistency and predictability for child at the end of each day. No breach identified by Ministry.
Complainant concerned about service's ability to meet regulated indoor space requirements	Investigated	Not Upheld	Ministry visited service and re-measured space. Service found to provide adequate space for the number of children attending. Complainant and service notified.
Complaint about ratio requirements, outdoor space and supervision.	Investigated	Not Upheld	Ministry visited the service. Investigation found complaint unsubstantiated.
Query from parent regarding enrolment agreements and policies for different service types; sessions versus full day.	Investigated	Not Upheld	Ministry contacted complainant and provided information regarding enrolment and the frequent absence rule. Parent decided to try another service as enrolment structure did not work for them.
Complaint about an unlicensed home-based service.	Investigated	Not Upheld	Assessment found no evidence of children attending an unlicensed home based service.
Complaint about physical harm to a child.	Investigated	Not Upheld	Service provided timeline of events including action taken by service. Harm did not appear to occur at service. Service advised parent to seek medical care. Child did not return to service. Incident reported to Lead Professional of Children's Team.
Concerns about safety requirements regarding fencing and outdoor space.	Investigated	Not Upheld	Ministry assessment found no issues with fencing or outdoor space.

Complaint about behaviour management practices, incident reporting and communication with parents.	Investigated	Not Upheld	Service demonstrated they had been working with the child and their parent for some time. Extra SELO PLD had been provided in recent weeks to staff. Child and parent also accessed support from Barnardo's and CYFS.
Complaint about collection of fees.	Investigated	Not Upheld	The complaint was about the method of invoicing, and the Ministry directed the complainant to the service's complaints procedure, or the small claims court if the amount owing was in dispute. The Ministry also provided information about other services in the area which the parent had requested.
Complaint about governance.	Investigated	Not Upheld	Complainant had resigned. The Ministry could not find evidence of regulatory breaches in relation to adult:child ratios. The Ministry scheduled visits to check that the written records were correct. The Ministry referred the complainant to the Privacy Commission regarding other employment matters raised in the complaint.
Complainant alleges inadequate health management for child.	Investigated	Not Upheld	The child's parents were concerned that staff were not applying the child's eczema cream often enough, or supporting his toilet training as agreed. The Ministry visited the service to discuss the complaint, and reviewed documentation on staff ratios, managing children's health needs, and communicating with parents. No breaches were found. The centre reviewed its communications procedures, and its nappy and toileting procedures. More rigorous induction processes put in place for relievers.
Complainant alleges physical abuse by teacher.	Investigated	Not Upheld	Review of communication procedures occurred. Changes have been discussed and evidenced in practice.
Complainant questions teacher suitability, cites alcohol consumption and swearing.	Investigated	Not Upheld	Ministry investigated service. Service took concerns very seriously with immediate action. No breach was identified.
Complainant seeks clarification on optional charges and 20 hrs ECE.	Investigated	Not Upheld	The service sent copies of information it provides to parents and educators about 20 hours ECE, clarifying that optional charges and donations are voluntary, and there must be no compulsory fees when a child is receiving 20 hours ECE funding.
Complainant concerned about staff:child ratios, employment status of staff.	Investigated	Not Upheld	Service was visited by the Ministry and attendance records audited. No breach to staff:child ratios were identified. Employment issues did not sit within our jurisdiction.
Complainant seeks guidance following incidents of sexualised behavioural issues between children.	Investigated	Not Upheld	Regular visits were undertaken by Education Adviser to support the service provider in monitoring the situation at the service. CYF was notified. No breaches identified and service was accessing support from appropriate agencies/groups to help them respond effectively.
Complainant cites bullying between children, Health and Safety risks, lack of supervision, complaints process not followed.	Investigated	Not Upheld	Complainant's key concern was around supervision of carpentry table. Ministry visit did not identify any breaches or poor practice relating to supervision or teacher:child interactions. Service provider shared the improvements they had made to supervision of carpentry table following the complaint.
Complainant seeks advice over letter from service about absences. Concern raised about staff:child ratio, resources, curriculum.	Investigated	Not Upheld	Ministry visited a number of times as the service had recently changed ownership. No breaches identified and information provided to service on aspects of the funding rules. Resourcing audit scheduled. Advice provided to complainant.
Complainant concerned about lack of food, child discomfort at service.	Investigated	Not Upheld	A parent visiting the service alleged that she had seen staff refusing children's requests for additional food at morning tea and lunchtime. The Ministry required the service to investigate the allegation. The service provided a comprehensive report on the provision of food at the service including records of visitors to the service, and daily food records. The details of the complaint were not substantiated.
Complainant concerned about health and safety of children, noise, and supervision practices.	Investigated	Not Upheld	The concerns were raised by homeowners living adjacent to the service. The Ministry checked all the areas raised in the complaint at the services' assessment visit for a full licence. The Ministry was satisfied that there were no breaches. They advised the complainants of the assessment findings, and referred them to contact local district council with any zoning concerns.
Complainant has concerns about teacher suitability due to alleged drug taking.	Investigated	Not Upheld	Ministry assessed services recruitment processes around VCA, police vetting and referee checks. No evidence found in support of allegations and no breaches identified at visit.
Allegations of fraud, insufficient staff:child ratios, poor health and safety practices, lack of resources and employment issues.	Investigated	Not Upheld	Ministry assessment, including unannounced visit, found no evidence of breaches. Complaint not substantiated and no further action was taken.
Parent seeks advice on rights to access information held about their child.	Investigated	Not Upheld	The Ministry provided information to both the service and the parent to support discussions between the two parties.
Multiple complaints cite poor behavioural management, staff:child ratios, poor support of special needs, mishandling of children, teacher stress, neglect.	Investigated	Not Upheld	Assessment identified no breaches in relation to complaint but areas for improvement around communications identified. Service had recently returned from provisional to a full licence shortly before complaint was received. Regular monitoring visits by the Ministry had been taking place as part of the provisional licence monitoring. Extensive PLD including SELO was provided for teaching team.
Complainant cites instances of teacher abuse to child	Investigated	Not Upheld	Complaint laid against a teacher involving historical incident of smacking and rough handling of children. Provisional licence was issued whilst investigation carried out. Staff member restricted from having unsupervised access to children. SELO PLD provided on child protection responsibilities. Service referred to NZEI. Referral made to Education Council although investigation did not substantiate allegations. Referral to CYFs discussed.
Complainant cites lack of resourcing, poor staffing issues and staff:child ratios.	Investigated	Not Upheld	Service was visited and no breach was found. Complainant was contacted and was happy with outcome.

Complainant concerned about service running a service and 'dog day care' operation from the same premises, coupled with allegations of child injury and assault. Alleged more than 3 children under 5 at the premises.	Investigated	Not Upheld	Service confirmed not caring for more than 2 children under 5 years. Letter sent from Ministry acknowledging response and a reminder of the Education Act definition of an ECE service. Situation sits outside Ministry jurisdiction. NZ Police and CYFS notified of abuse allegations.
Complainant advises of incorrect staff:child ratios, poor records keeping.	Investigated	Not Upheld	Ministry assessment found no breaches. Service referred to auditor schedule.
Complainant has applied to be an educator and has been declined.	Investigated	Not Upheld	The Ministry was not able to intervene in an employment decision by a service provider. The Ministry provided the complainant with advice and guidance on the service's complaints procedure and contact details. The Ministry verified that the service's complaints procedure met regulatory requirements.
Child repeatedly excluded from service due to head lice.	Investigated	Not Upheld	The Ministry did not find breaches of regulatory requirements. The service updated their head lice policy to provide more information to parents, and to include Public Health Nurse information so parents of children with head lice can access support with treatment if required.
Child alleged sexual assault from teacher. Family involved Police.	Investigated	Not Upheld	The alleged staff member was stood down immediately. Service completed an internal investigation and liaised with all appropriate organisations. NZ Police closed case with no charges laid. Child was removed from service and family declined support offered by service.
Allegations of a male Kaiako harming a tamaiti.	Investigated	Not Upheld	NZ Police investigation did not find evidence for prosecution. The service provider ensured the staff member concerned would not have unsupervised access to children. They also amended their staffing roster to ensure a minimum of two staff are on at any one time.
Child enrolled in this service went home with tablets belonging to the centre's owner.	Investigated	Not Upheld	The Ministry found no evidence to substantiate the complaint although the service provider reviewed their policies and practices anyway in light of the complaint and made improvements to ensure this scenario could not happen.
Child injured in educator's care.	Investigated	Not Upheld	An educator noticed a child limping and notified the parent, but did not complete a report as there hadn't been an accident. Service contacted Worksafe. An x-ray the day after the injury didn't show any fractures or breaks, but the child was limping a fortnight later, and a further x-ray showed a greenstick fracture. The Ministry reviewed the service's health and safety documentation, and carried out a health and safety check of the educator's home. It did not identify any breaches.
Complainant concerned after witnessing a teacher mishandling child.	Investigated	Not Upheld	The parent complained that they saw a teacher lifting their child up off the floor by the wrist. The service stood the teacher down while they investigated the incident. The service was satisfied with the teacher's response that the incident did not occur as described by the parent. The teacher in question said she had held the child's hand and guided him away from the sleep room door that another teacher was exiting. The two other teachers present in the room at the time had not seen anything like the incident described happen at that time or at any other time. There had been no other complaints about that teacher. The teacher was returned to work at another of the service provider's centres under ongoing supervision. The child remained at the centre and the parents were happy with the outcome.
Child injured while at the service. Complainant was not informed. Following conversation, both children of the complainant had enrolment terminated immediately.	Investigated	Not Upheld	A parent complained that she was not informed when child received a head injury. The service investigated but found no evidence of the head injury. The Ministry investigated the service's health and safety procedures and accidents and incidents register and visited the service, but could find no evidence of regulatory breaches. The Ministry took the opportunity to advise the service about supporting children to develop positive relationships with each other, as they noted some play related injuries in the register (e.g. children scratching each other during play). The service carried out a voluntary self review of this area. The Ministry checked back three months later and found raised awareness of how staff can support children to be socially competent, and reduced numbers of play related accidents.
Service has excluded a child by giving them 1 weeks' notice.	Investigated	Not Upheld	The service ended the enrolment as they felt the child needed more intensive supervision than they were able to provide. The Ministry visited the service to discuss how the service had responded to behavioural issues and to support them around inclusive practice. Service referred to learning support.
Complainant concerned after child received injuries to face with unsatisfactory explanation. High staff turnover, no consultation with parents.	Investigated	Not Upheld	A two year old sustained a bruise and scratches on face, and the service did not know how this had happened. The child's parent was also concerned when a teacher was moved from one part of the centre to another without parents being consulted. The Ministry advised the parent to follow the centre's complaints process with respect to the injury, and also provided advice about adult-child ratios. The Ministry provided advice and guidance to the centre on consulting with parents about staffing changes.
Multiple concerns: poor supervision/interaction with children, staff:child ratios, poor pest control practices.	Investigated	Not Upheld	A community member contacted the Ministry anonymously with overheard concerns about supervision and cleanliness. The Ministry visited the service to check compliance, including supervision, ratio practices, and health and safety practices. They found no evidence of breaches. The Ministry was satisfied that the service manager was actively addressing each of the issues raised by the complainant.
Concern over staff requirements.	Investigated	Not Upheld	A grandparent complained that a registered teacher remained at the service with a sleeping child, while the other children and teachers were on an outing to a nearby park. The service contacted the Ministry for advice. The Ministry found that the required ratios were met at all times. Although the ratios were met, the service reviewed its child protection policy to require at least two staff members to be present at all times children attended the service as a best safety practice.

Multiple concerns regarding programme, child behaviour, lack of resources, teacher interactions.	Investigated	Not Upheld	The complaint identified teachers struggling to effectively manage some children's behaviour in one classroom in the service. The service notified the parents of the issue and introduced positive behaviour management strategies for staff to use, and started recording all behaviour management incidents. The Ministry visited the service, and was satisfied that the service had treated the issue seriously and was addressing the areas of concern.
Complainant charged an optional charge on a public holiday. Concerned no guarantee of reduction in fees for holiday periods.	Investigated	Not Upheld	The Ministry provided information to the complainant about enrolment agreements, 20 hours ECE, optional charges, and information from the service about their fees policy. No breaches of the funding rules were found.
Group complaint from staff outline non-compliance issues, managerial abuse of staff, child:teacher ratios, unfair dismissals, lack of breaks, favouritism, religious discrimination, mishandling of children.	Investigated	Not Upheld	Ministry conducted unannounced visit. Policies and procedures reviewed, practice observed. Concerns also raised with PD provider engaged with service. Determined no further action required as no concern or risk evident.
Complainant alleges verbal abuse of staff, poor quality teaching/interactions with children, high staff demands and turnover.	Investigated	Not Upheld	The Ministry observed teaching and supervision practice. The service was compliant with supervision and ratio requirements. The Ministry provided advice and guidance around making sure each area was suitably supervised. Intentional teaching was noted as an area of review for the centre, which arranged professional development for staff via the Incredible Years programme.
Concern re: staff:child ratios, curriculum and teacher engagement, management of child, and resourcing.	Investigated	Not Upheld	The complaint concerned adult:child ratios, resources, and quality of interactions to enhance children's learning. The Ministry viewed practice and documentation and did not find any breaches.
Concern regarding biting incidents.	Investigated	Not Upheld	The biting incidents were related to one child. The Ministry provided funding for the service to employ a support worker for 2 hours a day over the following term, and support from a psychologist, who provided professional development and helped review the service's positive guidance policies. The centre manager worked with staff to ensure consistency in their practice when responding to behavioural issues, particularly biting behaviour. The complainant was happy with the effect of the behaviour management strategies.
Concern that toilet training issues and management plan for child are not being supported.	Investigated	Not Upheld	The Ministry provided information to the complainant for their meeting with the service CEO to discuss their concerns. The complainant found the information on supporting children's social competence was helpful, was satisfied with the agreement reached with the service, and did not require further support from the Ministry.
Complainant disputes the 3 week notice period after the child was removed from care after only a brief period of time. Complainant seeking advice from Consumer Affairs.	Investigated	Not Upheld	The complaint was disputing the 3 week notice period the service required through its enrolment agreements, which did not constitute a regulatory breach. The Ministry was unable to intervene in a contractual dispute between a parent and an ECE service, but provided advice and guidance on ECE funding to the parent.
Work and Income NZ subsidy issue, disputing fees charged.	Investigated	Not Upheld	The parent queried an invoice from the service as they had thought all fees were covered by 20 hours ECE. The Ministry reviewed the invoice and found that it was compliant with 20 hours requirements. The Ministry phoned the parent to explain how the 20 hours worked, and contacted the service and Work and Income to find out about progress on the parent's childcare subsidy application. They supported the parent with information about other ECE services as she was moving to a different area.
Complainant concerned about hygiene practices at service. Witnessed staff not attending to a child's injuries promptly, and ignoring soiled children and floor.	Investigated	Not Upheld	The Ministry observed and discussed hygiene practices, cleanliness, and teacher interaction and supervision. Staff were seen to be attentive to the needs of the children. There were no hygiene breaches found, and nappy changing procedures were being followed.
Complainant concerned staff neglecting to change child's nappy regularly.	Investigated	Not Upheld	The complainant asked for information about his rights as a parent. Ministry referred the complainant to service's complaint's procedure, and no further action was requested at the time.
Complainant was verbally abused following decision to leave employment. Uncertainty over notice period, due to lack of contract or proper induction.	Investigated	Not Upheld	The Ministry requested a full incident report from the service provider. The service provider denied the verbal abuse had taken place, and their account was verified by other service staff present at the time of the phone call. The service had records to show that the complainant was sent a contract and informed of the 3 week notice period.
Health and safety issues from construction nearby.	Investigated	Not Upheld	The Ministry contacted the service to find out how the nearby construction work was impacting the service. Safety plans were in place, and dust from the construction was being minimised by the construction company by increased dampening of the area and constructing a scrim fence around the centre. Ministry satisfied all risks were being actively mitigated.
Noise pollution from on-site construction.	Investigated	Not Upheld	The Ministry contacted the service about the noise, and the service confirmed that the onsite work was completed and the noise from nail guns had stopped. The service believed the noise had not been disruptive for the children. The Ministry instructed the service to contact in advance if similar work was to planned during opening hours in future, with copies of the health and safety plans for the work.
Police contacted the Ministry relating to a complaint about a known child sex offender being present at the service. Police advised that immediate action was taken to bar the adult from the premises.	Investigated	Not Upheld	The Ministry visited the service and confirmed that the service had followed the Police directive immediately and the adult was no longer allowed to attend. The Ministry also carried out a full assessment of the service, and provided advice and best practice support around their child protection policy, and advised the NZ Police of the actions taken.
Service location sold to developer, bus depot to be constructed next door. Health and safety concerns raised.	Investigated	Not Upheld	Ministry visited service to investigate and met with service provider. Further site visit undertaken at peak time (4-6pm) to assess implication of construction work and effectiveness of risk mitigation. Observation and

			evidence supplied demonstrated adequate measures in place to mitigate potential health and safety risks to adults and staff attending.
Complaint regarding fees charged while child was absent/sick over several weeks.	Investigated	Not Upheld	The Ministry provided advice and guidance to the service and confirmed that it had implemented the funding rules correctly. The parent and the service resolved the payment dispute.
Child broke arm after jumping off the playground equipment.	Investigated	Not Upheld	A child had fractured their arm after jumping from monkey bars onto soft fall bark chips, and the service was not aware of the injury until the child's parent told them the next day. A relieving teacher had not followed the service's established policy that all accidents and incidents were to be reported to a supervisor or qualified teacher, however minor they seemed at the time. Manager had discussed requirements with the reliever. No regulatory breaches were found.
Service is low on staff. No staff with training for managing child's medications. Child now excluded from service. Issues with communication.	Investigated	Not Upheld	The Ministry assessment did not identify any breaches. The Ministry provided advice and guidance to the service on communication practices, and confirmed that funding would not be claimed past the date the child stopped attending the service.
Complainant concerned about staffing changes, discipline methods and service management practices.	Investigated	Not Upheld	No breach identified and no further action required. Service held parent information evening where changes to their direction and approach were explained.
Parent charged daily food fee for day child didn't attend.	Investigated	Not Upheld	Ministry investigation found no breaches. Complainant had not read the enrolment form.
Allegations of verbal harassment and on-site alcohol consumption after service hours.	Investigated	Not Upheld	Complaint was a repetition of historic complaint that was already investigated and resolved.
Accident occurred where child was injured. No incident report was performed or provided to parents.	Investigated	Not Upheld	Ministry contacted service and requested incident report. This was received along with supporting evidence. No breach found.
Complainant identified entrance gate posed health and safety risk.	Investigated	Not Upheld	The service had identified the gate as a risk, as adults need to check it had latched closed behind them each time it was used. At the time of the complaint, the service had informed parents, and had been investigating whether the gate could be repaired. The Ministry requested information from the service about the gate, visited the service, and noted the service had repaired the gate promptly.
Concerns raised about two educators, both who had resigned from their previous employment as educators.	Investigated	Not Upheld	The Ministry confirmed with the service that the educators had been police vetted, and returned with "no results".
Complainant questions family safety re: construction equipment near ECE service.	Investigated	Not Upheld	The Ministry contacted the service. The service confirmed the construction company had a health and safety plan in place and that the children were safe. The Ministry provided the complainant with information about contacting Worksafe if they had further concerns.
Neighbour witnessed possible home-based care provider taking drugs and entertaining potentially dangerous people on property outside of care hours.	Investigated	Not Upheld	Home not identified as part of a licensed service. Information handed on to NZ Police. No further contact was made with the complainant and contact details appear incorrect.
Service sent letter of complaint to complainant (details unknown). Complainant sought to lay a complaint about the service directly with the Ministry, rather than use the service's complaints process.	Not Investigated		Complaint withdrawn. Complainant rang to inform Ministry that they were writing a letter to make a formal complaint. Ministry suggested using service complaints procedure but complainant wanted to make complaint through Ministry process. Letter of complaint was not received so no further action taken.
Parent sought advice from Ministry regarding visibly sick children attending a service, sleeping arrangements and service operating practices.	Not Investigated		Complaint withdrawn. The Ministry advised the parent to request a copy of the policies on complaints, sickness, sleep, and ask the service to identify the primary caregiver for her child. The Ministry followed up on the child's health and found that the child had been enrolled in another service.
Anonymous complaint about a services hygiene practices.	Not Investigated		Complaint withdrawn. No further action.
Complainant concerned about how service is managed and run. Noted lack of resources, limited educational delivery and sanitation issues.	Not Investigated		Complaint withdrawn. The service received professional development support for staff through the Strengthening Early Learning Opportunities (SELO) programme. The service confirmed that all sanitation issues had been addressed.
Complainant concerned service continuously moving child down waiting list due to priority given to army families	Not Investigated		Referred to service's complaints procedure. The complainant followed the service's complaints procedure, and the situation was resolved with the child being enrolled at the service after staffing was increased.
Complaint about 20 hours ECE.	Not Investigated		Referred to service's complaints procedure. The Ministry provided information to the complainant about 20 hours ECE. The service was acting within the 20 hours requirements and was advised to clarify requirements with parents. The complainant decided to use another service that charged lower fees for hours outside of 20 hours ECE.
Complainant concerned about educator no longer being employed, paid to care for their child.	Not Investigated		Complaint didn't require further Ministry involvement. The Ministry referred the parent to contact the service provider, as it is not able to intervene in employment decisions. The Ministry provided contact details for the service's national manager, and a contact person at the Ministry for the complainant to follow up if further action was needed.
Complainant sought to utilise 20 Hours ECE, service required payment of optional charges.	Not Investigated		Complaint didn't require further Ministry involvement. Referred parent to the enrolment agreement and information about 20 Hours ECE and Optional Charges.
Query from parent regarding homebased ECE. Specifically, whether families can 'swap' children with friends to receive subsidies.	Not Investigated		Complainant didn't require action to be taken. The Ministry provided advice and guidance about regulatory requirements.

Complaint about unpaid wages.	Not Investigated		Complaint didn't require further Ministry involvement. Complainant was referred to service's complaints procedure and MBIE details provided. Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.
Complainant seeks clarification for fees charged over non-attendance.	Not Investigated		Complainant didn't require action to be taken. Complainant given advice and guidance and referred to service's complaints procedure.
Complainant alleges unprofessional practice, unlawful dismissals, and non-adherence to Te Reo curriculum standards at service.	Not Investigated		Complaint didn't require further Ministry involvement. Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.
Complaint about repeated incidents of biting by another child. Parent unsatisfied with service's initial response.	Not Investigated		Referred to service's complaints procedure. The complainant was encouraged to raise the complaint with the service. The Ministry contacted the service to ensure an action plan was put in place in a timely manner to address behaviour management concerns.
Complainant believes service should provide breakfast, and pickups for children. Complainant is concerned about food and allergies.	Not Investigated		Complaint didn't require further Ministry involvement. The complainant was provided with advice and guidance on food requirements. The complainant was referred to the service provider as the matter relates to the provision of services outside of the Regulations.
Service directed complainant to pick child up and not return for 48 hours due to diarrhoea. Complainant attempted to return child to service after 44 hours, following doctor's finding that the child was not ill. Service would not allow child to return within this timeframe.	Not Investigated		The complainant was referred to the service's complaints process.
Complainant concerned with level of pay, quality of education delivery and sustainability of the service.	Not Investigated		Complaint didn't require further Ministry involvement. The complainant was referred to the service's complaints process.
Complaint about the exclusion of a child.	Not Investigated		Referred to service's complaints procedure. This followed a family disturbance at the centre. The complainant was referred to the service's complaints procedure. The service provider resolved the issue by re-enrolling the child.
Complainant concerned about new service management, specifically ratios not being met and limited resources available to children.	Not Investigated		Complaint withdrawn. Complainant advised to follow service complaints procedure. No further communication received in relation to this complaint.
Complaint about a service's pick up policy and process and difficulty accessing the service's complaints procedure.	Not Investigated		The complainant was referred to the service's complaints procedure.
Complainant charged fees after child left service.	Not Investigated		The complainant was advised to raise a complaint with the service.
Complaint about a service's management and processes with a child with behaviour needs.	Not Investigated		Referred to service's complaints procedure. Advice and guidance was provided to the complainant and the service on information sharing, advocacy and behaviour management. The complainant was advised to use the service's complaints procedure to take the matter further.
Complainant charged fees after notifying service child would not be attending for more than 3 weeks due to illness. Service unenrolled child.	Not Investigated		Complainant was advised to follow the service's complaints procedure. Ministry provided forms to complainant. No further contact from complainant.
Complainant's child suffers from anxiety and alleged child was verbally harmed by Head Teacher.	Not Investigated		Complaint withdrawn. Complainant removed child from service and did not leave contact details so cannot be contacted to progress the complaint.
Complainant concerned about health and safety practices and high turn over of staff at the service.	Not Investigated		Referred to service's complaints procedure. The service provider advised that the service was recruiting for new positions and managing staff changes effectively. Information was provided to all parents and the parties met and resolved concerns.
Complaint about recording attendance and fees.	Not Investigated		Complainant didn't require action to be taken. The Ministry contacted the service to implement an action plan.
Complaint about PR requirements in home-based not being followed.	Not Investigated		Referred to service's complaints procedure. The concerns were followed up and addressed as part of the monitoring of the service's provisional licence. The service returned to a full licence meeting all requirements in December 2016.
Complaint about fraudulent behaviour of a service provider.	Not Investigated		Complainant didn't require action to be taken - information was included in wider investigation into service provider. Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.
Complaint about incident report provided by a service to the courts about child abuse and neglect.	Not Investigated		Complaint didn't require further Ministry involvement. Complainant from another agency concerned at services capability to fill out incident report and knowledge of best practice around VCA requirements. Service provider had recently had VCA PLD.
Complaint about behaviour management practices.	Not Investigated		Referred to service's complaints procedure. Ministry provided advice and guidance to the parent around referrals for support for students with additional learning needs. Service contacted Ministry and discussed actions to manage situation.
Complainant advised MoE that children were withdrawn from a service due to safety concerns.	Not Investigated		Referred to service's complaints procedure. Ministry provided advice and guidance to the complainant and suggested a further conversation with previous service. Advised to contact the Ministry if there was no resolution. There was no further contact from the complainant.

Complaint about unpaid wages.	Not Investigated	Ministry provided advice and guidance to the complainant and referred them to the service's complaints process. This is an employment matter. Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.
Complainant concerned not paid correctly as per terms of contract.	Not Investigated	Ministry provided advice and guidance to the complainant and referred them to the service's complaints process. This is an employment matter. Concerns have fed into wider service provider investigation and licence has subsequently been cancelled.
Complaint about physical harm caused by another child, management of behavioural issues and improvements to procedures.	Not Investigated	Complainant didn't require action to be taken - complaint referred to service. Ministry provided advice and guidance to the complainant and referred them to the service's complaints process if they decided to make a complaint. Also advised complainant to check with Worksafe. Advised to contact the Ministry if complaint is not resolved by service. There was no further contact from the complainant.
Complaint about a service's provider's process with a custody case.	Not Investigated	Complaint didn't require further Ministry involvement. Complaint was referred to NZ Police who investigated and then closed the complaint. There were no regulatory breaches as custody issues fall outside of the Education (Early Childhood Education) Regulations, 2008.
WorkSafe NZ investigating a complaint about outdoor play equipment and supervision.	Not Investigated	Complaint withdrawn. This followed an OIA to Worksafe. Service looked into any complaints relating to outdoor furniture. No complaint made to the service could be found.
Service manager concerned that correct procedures are not being followed when addressing internal complaints.	Not Investigated	Complainant was referred to the services complaints process.
Governance and Management issues complaint	Not Investigated	Complaint withdrawn. Anonymous complaint from a staff member about enrolment policies, funding overclaims and governance issues. Further details were not received. Ministry audit was carried out and over claiming confirmed which was resolved through appropriate process.
Complainant's child excluded from service due to crying when dropped off at the service. Complainant awaiting specialist assessment of child's behaviour.	Not Investigated	Complaint withdrawn. Complainant was referred to the service's complaints process.
Complaint about HR process.	Not Investigated	Complaint didn't require further Ministry involvement. The Ministry agreed with service and complainant that the issue would be resolved between the two parties.
Child not administered medication as directed by the complainant, following accident at the service.	Not Investigated	Ministry referred the complainant to the service's complaints process. Advised to contact the Ministry if complaint was not resolved by service.
Query from parent regarding payment for hours attested to 20 Hours ECE	Not Investigated	Complaint withdrawn. Anonymous complaint about 20 hours ECE and fees claimed. Advice and guidance was provided by the Ministry.
Child will not eat food service offers. Service will not allow complainant to provide food for own child to eat while attending the service.	Not Investigated	Ministry referred complainant to service's complaints process. Advised to contact the Ministry if complaint is not resolved by service.
Complainant alleges poor management and administration practices at service. Decisions made by the Board not clearly communicated or consulted on with parents and staff.	Not Investigated	Ministry referred complainant to service's complaints process. Advised to contact the Ministry if complaint is not resolved by service.
Complaint about 20 hours ECE.	Not Investigated	Referred to service's complaints procedure. Complainant was given advice and guidance and recommended to address concerns through service's complaints procedure. Service was not identified.
Complainant alleges neglect of infant at service, poor recordkeeping practices and inadequate complaints procedures.	Not Investigated	Complaint withdrawn. Complainant referred to service's complaints procedure. Complainant was asked to provide further information. This was not provided.
Complainant concerned about fraudulent enrolment of children and claiming of funding.	Not Investigated	Complaint withdrawn - not enough information to enable follow up. Anonymous complaint from a teacher about an unidentified service. Advice and guidance provided by the Ministry. There was no further contact from complainant.
Query for advice on process on abuse or neglect.	Not Investigated	Complaint withdrawn. Anonymous complaint about an unnamed service. Service provider was identified. Ministry met with service provider who was not aware of any complaints and have had no report of any incident.
Complainant cites head lice and poor communication with parents.	Not Investigated	Referred to service's complaints procedure. Ministry contacted service about complainant's concerns. The service provided information about the actions taken and the information provided to parents.
Complaint about behavioural management.	Not Investigated	Complaint withdrawn. Complaint received about drunken behaviour in the street of person connected with an early learning service. As event occurred outside service operating hours complainant was referred to NZ Police.
Complainant cites qualifications and staff suitability, staff:child ratios, lack of resources, and potential abuse.	Not Investigated	Complaint withdrawn - not enough information to enable followup, service was already being monitored. Service was on a provisional licence at the time that the complaint was made and regular monitoring visits were being carried out. No evidence has been found to substantiate the allegations.
Complainant alleges misuse of funds, poor financial management, employment issues, and regulatory breaches.	Not Investigated	Complaint withdrawn - allegations did not warrant further investigation. Ministry made enquiries and found allegations to be unsubstantiated.

Complaints procedure requested but not provided.	Not Investigated		Referred to Service Provider. Complainant informed Ministry that they withdrew the complaint as the issue with the service was resolved.
Complainant seeks clarity on legality of fees charged over days not attended (public holidays).	Not Investigated		Complaint withdrawn. Ministry contacted the complainant and outlined service provider's responsibilities to communicate fee structures with parents.
Concerns about fee charges for public holidays and possible child abuse by parents.	Not Investigated		Referred to service's complaints procedure. Concern of possible child abuse was referred to CYFS by complainant. Ministry contacted service provider to ensure they were familiar with the VCA referral process and expectations regarding child protection practices.
Complaint about services' practice of sending soiled nappies, underwear and gloves home with children and how they are stored during the day.	Not Investigated		Complainant didn't require action to be taken - resolved with service. Ministry referred complainant to service's complaints process.
Query regarding incident where one child was bitten by another. Sought clarification as to whether the children can be separated and whether the incident needs to be reported	Not Investigated		Ministry provided advice and guidance to the complainant and referred the complainant to the service's complaints process. The service was not identified. The complainant noted that a plan was in place to manage the child's biting.
Concern that service was continuing painting work while children in attendance.	Not Investigated		Complainant didn't require action to be taken - referred to service. The complainant did not wish to lay a formal complaint and was referred to the services complaints procedure. Complainant did not make further contact with the Ministry.
Complainant cites service has people living on-site, smoking on premises, noise disturbances to neighbours.	Not Investigated		The complaint was referred to the service provider's complaints process.
Anonymous allegations of three staff members involved in smacking incidents.	Not Investigated		Referred to Service Provider. Service provider advised all aspects of complaint had been dealt with and parents notified of complaint. The three staff members concerned resigned. Referral made to CYFs.
Concerns over fees charged while child was absent from service	Not Investigated		Referred to service's complaints procedure. The Ministry contacted service about requirements to communicate with parents and were asked to review relevant policies.
Complainant wishes to be involved in service governance and management but is not receiving correct information	Not Investigated		Referred to service's complaints procedure. Advice and guidance on licensing criteria requirements provided.
Complainant seeks advice over fees charged, as service is pursuing debt collection.	Not Investigated		Referred to service's complaints procedure. The complaint was referred back to the service, who communicated with the complainant to resolve the dispute.
Complainant has concerns about Police/vetting procedures at service, as one teacher has a known history of abuse to a child.	Not Investigated		Referred to another agency. Complainant concerned that another service had employed a teacher who has a history with CYFS of alleged abuse of own child. Ministry made contact with owner of service and established teacher concerned is provisionally registered and referral made to Education Council. ECE service changed ownership and the teacher concerned was no longer employed at the service.
Complainant concerned about ongoing conflict between their child and another, citing injuries and a lack of accident forms to sign.	Not Investigated		The complainant was referred to the service's complaints procedure. Complainant did not want to take the matter further with the Ministry. No further contact was made by the complainant.
Complaint regarding educators not receiving payment.	Not Investigated		Complainant was referred to the service's complaints process. The service's licence was suspended and later cancelled following a separate investigation.
Enquiry about service not paying wages, and operating unlawfully.	Not Investigated		Complaint withdrawn. Complainant was directed to the service's complaints procedure as the complaint does not involve the Ministry. The complainant was asked to provide details of the illegal operation. The complainant made no further contact and Ministry was unable to investigate as the service was not known.
Concern about noise level, explicit content of music	Not Investigated		Referred to service's complaints procedure. Local Council investigated and monitored noise at the service. Service acknowledged the loud music was due to a planned event and agreed to take more care in future events. The type of music was reviewed, and all practicable steps were taken to prevent exposure to inappropriate material.
Complaints from teachers to parent regarding their new Head Teacher, alleges bullying.	Not Investigated		Referred to service's complaints procedure. Matter is an employment issue and has been addressed internally by the service.
Enquiry about service not meeting children's' food allergy requirements	Not Investigated		Complaint withdrawn. Ministry provided advice and guidance on health and safety requirements. The enquirer was recommended to use the service's complaints procedure to take the matter further.
Complainant alleges that employee is not a suitable for ECE due to alcohol and personal issues.	Not Investigated		Complaint didn't require further Ministry involvement. Anonymous complaint received and the Ministry contacted the service provider to manage as the employer.
Complainant has concerns re: poor information management, lack of transparency, privacy issues, hazard management including parking and earthquake fastening, unmanned front desk.	Not Investigated		The complainant was referred to the service's complaints procedure. The service provider responded to concerns.
Notification from NZ police of investigation of allegation of child abuse.	Not Investigated		Referred to another agency. Ministry visited service and confirmed service provider stood down staff member whilst NZ Police investigated. Police advised Ministry there was no evidence to support the allegations and their investigation was closed. A referral was made to CYFS. Ministry satisfied the service provider followed appropriate processes in responding to allegations and no further action was required.

Query seeking information about process for making a formal complaint.	Not Investigated		Complaint didn't require further Ministry involvement. No complaint received following initial conversation.
Complainant alleges employee verbally abusing and mishandling children, and negative interactions.	Not Investigated		Referred to service's complaints procedure - resolved with service. Ministry provided advice and guidance to complainant. Advised complainant to raise concerns through the service's complaints process. Complainant advised to come back to us if she is not satisfied with response from service provider. Subsequent contact with complainant established they met with the service provider and appears satisfied with response.
Custody issue between parents of attending child.	Not Investigated		Complaint didn't require further Ministry involvement. Ministry provided advice and guidance to service.
Complaint of verbal abuse from service owner to teacher and external contractor. Within hearing of children and parents.	Not Investigated		Complaint didn't require further Ministry involvement. Complaint about an altercation between the service provider and a contractor. Altercation was within hearing of children. Complainant also expressed concern with their relationship to the service provider. Advice and guidance was provided to the complainant.
Police seizure of IT equipment which educator used to buy child pornography. Educator stood down, alternative care found for enrolled children.	Not Investigated		Complaint didn't require further Ministry involvement - referral from other agency. NZ Police investigated a single instance of downloading pornography from a home computer. Investigation not conclusive that the download was carried out by educator. Educator was stood down and contract terminated. Contact with service provider confirmed all parents were contacted and alternative education and care was offered. Service provided all necessary documentation.
Increased noise and inappropriate language disturbing neighbour.	Not Investigated		Referred to service's complaints procedure. Neighbour complained about the noise from a service. The Ministry provided complainant with advice and guidance as they had already contacted service provider, Local Council and NZ Police.
Former teacher alleges bullying by another teacher; concern over effect the bullying will have on children.	Not Investigated		Complaint didn't require further Ministry involvement. The complainant's concerns relate to employment issues and are retrospective. The Ministry provided advice and guidance and referred complainant to service's complaints process.
Concern over 'optional charges' fees, for which payment is required for the child to attend the service.	Not Investigated		Complainant didn't require action to be taken. The Ministry requested further information from complainant which was not received. Complainant did not consent to the Ministry investigating concerns, or contacting the service.
Concerns about teacher behaviour, lack of managerial response	Not Investigated		Complainant didn't require action to be taken. Ministry provided advice and guidance to the complainant who later advised that the service provider was managing their concerns and no further action was required by the Ministry.
Child biting related injury, no incident report.	Not Investigated		Referred to service's complaints procedure. The parents enrolled the child in another service following the complaint. A change of management occurred a few months after complaint in which a licensing assessment was completed and service was placed on a provisional licence and SELO PLD provided.
Work and Income NZ declined complainants subsidy, and told complainant they shouldn't be paying 20 hrs ECE.	Not Investigated		Incident doesn't require further Ministry involvement at this stage. The complaint involved a Work and Income New Zealand matter that does not involve the Ministry. The complainant was also referred to the service's complaints procedure.
Complainant lodged with Human Rights Commission regarding disability access limitations and facilities which impact on the child's learning and creates parking hazards.	Not Investigated		Referred to another agency. Service provider and parents underwent mediation with the Human Rights Commission to implement a more permanent solution to support the child.
Service has fraud concerns about previous owners, due to discrepancies in attendance records and allocated funds.	Not Investigated		Referred to another agency. A Ministry financial audit review on all services owned by previous owner was completed, revealing a significant amount of overclaiming which was repaid to the Ministry.
Concerns raised about how a child was treated by a service and the communication methods used by the service.	Not Investigated		Complainant didn't require action to be taken. Parent did not wish to make a complaint so was referred to service complaints procedure for follow up if required at a later date.