



Summary Table – 2017 ECE Complaints

The table attached summarises the 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.

Investigation Upheld

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.

Explanatory notes

This is a summary of the actions undertaken in response to the complaint.

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, because the service or another agency can respond more appropriately, or
- were not investigated because the complainant withdrew their concerns or did not want to identify the service.

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
Concerns raised about how the service is managing a number of children with complex behaviours.	Investigated	Upheld	The Ministry found the service needed additional support. SELO PLD was provided and applicable support agencies were contacted for further support.
Complainant unhappy about how the service managed an accident.	Investigated	Upheld	A resolution was reached between the complainant and teachers following a meeting with all parties to discuss the issues.
Complainant is unhappy about her child being bitten by another child at the service.	Investigated	Upheld	The service sought advice through the Ministry and employed an extra staff member to shadow the biting child. The service made the parents aware of the strategies being used which saw a decrease to the number of biting incidents.
Complainant unhappy with service's response after child fell off bike and hurt chin.	Investigated	Upheld	The Ministry found that improvements were needed to the hazard management and accident response procedures. These improvements were subsequently made and no further action was required.
Concerns raised about the management of a child with challenging behaviour and in particular the potential for items in the outside area being used to aid the child leaving the premises.	Investigated	Upheld	The service removed items from the outside area and worked more closely with Ministry learning support staff to ensure safety and well-being of child.
Complainant concerned about staff member smoking near children.	Investigated	Upheld	The Ministry found that staff had been reminded of the smoke free policy and were now using designated smoking areas.
Complaint about a service failing to pay staff.	Investigated	Upheld	Complaint has fed into wider service provider investigation currently underway.
Complainant is unhappy with the fees being charged, including the administration of 20 Hours ECE.	Investigated	Upheld	The Ministry found that the service documentation was not meeting requirements for 20 Hours ECE and required review. Ministry worked with the service provider to ensure they meet funding handbook requirements.
Complainant concerned about a child leaving a service without the knowledge of staff.	Investigated	Upheld	The Ministry found the service had made changes to the gate to ensure such an incident didn't occur again. Service continued to be monitored as part of existing provisional licence.
Complainant is unhappy with a lack of learning support for child with additional learning needs.	Investigated	Upheld	The Ministry provided the service and parent with advice in relation to teacher aid support. No further action needed.
Concern raised about the safety of children due to their access to an upstairs window.	Investigated	Upheld	The Ministry found the service had completed an internal safety and hazard management evaluation. Changes were made to ensure a more active hazard management stance is taken in the service.
Complainant concerned about child getting sunburnt while at service.	Investigated	Upheld	The Ministry found the service had made improvements to their policy and procedures in managing children's exposure to the sun.
Complainant concerned at level of maintenance of the service's van.	Investigated	Upheld	The Ministry found the service had contacted the complainant and arranged a meeting. The issue was resolved at the meeting.
Complainant is unhappy about hygiene practices and temperature of the service.	Investigated	Upheld	The Ministry found that hygiene practices met regulatory requirements. The service installed an air conditioning unit to address the temperature issues.
Complainant concerned that service is not appropriately supporting their child's identified learning needs particularly in relation to meal times.	Investigated	Upheld	Ministry found service had been responsive to complainant's concerns and implemented changes to improve the support for child. Complainant was satisfied with service response and no further action was needed.
Complainant concerned at the quality of the teaching programme due to poor staff:child ratios.	Investigated	Upheld	Ministry investigation did not identify any areas of non-compliance. Support provided to improve aspects of their practice.
Complainant concerned at the ongoing crying of children at the service next door.	Investigated	Upheld	Ministry investigation identified improvements were needed in the curriculum programme offered for under 2 year olds. SELO PLD was provided and strengthened practice was evident.
Complainant concerned at service administration (20 Hours ECE) and optional charges.	Investigated	Upheld	Ministry investigation found there was some inconsistency in the way the service was implementing 20 Hours ECE. Changes were made to align practice with Funding Rules. Improvements were also made to enrolment forms to align with funding rules.
Complainant concerned at the poor communication from the service about a child's toileting and enrolled hours.	Investigated	Upheld	Ministry investigation found improvements were needed to systems and processes for communicating with parents. Advice and guidance was provided to support the service in reaching a resolution with the parent.
Complainant not satisfied with how service handled incident where child fell from monkey bars receiving a minor head injury. Delay in informing parent of incident.	Investigated	Upheld	The Ministry requested documentation relating to the incident and the service was required to make changes to their incidents management procedures.
Complainant is unhappy with the service's complaints process after making a complaint about a teacher's behaviour.	Investigated	Upheld	The Ministry found the service's complaints process needed improvement and the Ministry advised the service how to go about this.
Complainant is unhappy with the management team, high turnover of staff and lack of consistency for children. The complainant is also unhappy with playground construction limiting children's access to the outdoors.	Investigated	Upheld	The service provided a comprehensive report addressing the issues in the complaint. The Ministry requested future construction work be notified ahead of time with a rationale and risk management plan for any hazards if the work proceeds during licensed hours of operation. The Ministry found that the staffing issues had been addressed.

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Concerns raised about potential health and safety hazards in the outdoor space and a lack of appropriate resources for children.	Investigated	Upheld	The Ministry identified a number of breaches in relation to curriculum, health and safety and premises and facilities and the service was placed on a provisional licence. The service complied with requirements and has since returned to a full licence.
Complainant has concerns in relation to the state of the yard of a home belonging to a service.	Investigated	Upheld	The Ministry found that no children had been attending the service since the issuing of the licence in 2016. The licence was subsequently cancelled.
Complainant alleges that the service is fraudulently claiming 20 Hours ECE for their child who has never attended the service.	Investigated	Upheld	Ministry confirmed that 20 Hours ECE had been claimed for the child at that service. The service provider investigated and dismissed the staff member involved for serious misconduct. The service made changes to its enrolment practices.
Complainant alleges a number of issues in relation to the management of the service and a lack of communication with parents and educators.	Investigated	Upheld	Concerns have fed into a wider service provider investigation and licence has subsequently been cancelled.
Complainant alleges two incidents of educator harming a child requiring hospitalisation.	Investigated	Upheld	The Ministry investigation found the service provider managed the alleged incidents appropriately in conjunction with all required agencies including NZ Police and Worksafe. The educator was suspended and excluded from coming into contact with children and subsequently dismissed. Worksafe are not taking any further action. The Police have charged the educator and a court case is pending.
Complainant concerned with how the service managed an incident where a child fell and hurt himself.	Investigated	Upheld	The Ministry investigation found the service documented and responded appropriately to the accident. However since the accident, the hazard identification system has been strengthened and the identified risks mitigated.
Complainant is concerned about some bruising on her child's face received while at the service.	Investigated	Upheld	The Ministry investigated the complaint in conjunction with Oranga Tamariki. Oranga Tamariki's investigation found the cause of the bruising was accidental but improvements were made to the child protection policy.
Complainant is concerned with a teacher who is loud and rude to children and other teachers, and is unsafe with hot drinks and food preparation.	Investigated	Upheld	Ministry investigation found breaches in health and safety practices. The service was placed on a provisional licence and SELO PLD was provided. A new professional leader was appointed to strengthen the teaching team. The service continues to be monitored on the provisional licence.
Complainant has concerns about fees they are being charged.	Investigated	Upheld	The Ministry investigated the complaint and found breaches regarding the fee structure. Changes were implemented by the service to provide transparency in enrolment.
Complainant alleges a staff member was drinking alcohol at the service while on duty.	Investigated	Upheld	The Ministry found that the service provider managed the incident appropriately working with all appropriate agencies including the Education Council. No further action needed.
Complainant is concerned about mould at the service.	Investigated	Upheld	The Ministry investigated in conjunction with the local Council and Worksafe and determined that there was no risk to children from mould. The service replaced affected flooring and mitigated hazard related to lifting floor boards.
Complainant is unhappy with how the service managed an alleged incident between two children.	Investigated	Upheld	The Ministry investigation found no staff had witnessed the incident but service identified areas where practice could be improved to prevent future occurrences. Service subsequently completed a child protection course. Complainant was satisfied with service's response.
Complainant is unhappy with service's response in relation to unexplained bruising a child received at service.	Investigated	Upheld	The Ministry worked with NZ Police throughout their investigation. Police subsequently determined that there was insufficient evidence to progress investigation further. Ministry worked with the service to improve practice in recording accidents and injuries and reporting to parents.
Complainant concerned about settling practice for under 2s, where they are left to cry without calming.	Investigated	Upheld	The Ministry investigation found no breaches were evident although practice improvements needed on settling children. The service was referred for SELO PLD to support teaching practice in this area.
Complainant alleges inappropriate behaviour management of child with complex behaviour amounting to physical ill-treatment.	Investigated	Upheld	The Ministry visited the service and found no evidence of the alleged mistreatment. A number of other breaches were found and the service was placed on a provisional licence. The service has since returned to a full licence.
Complainant alleges numerous employment, governance, and management issues.	Investigated	Upheld	Concerns have fed into wider service provider investigation and licence has subsequently been amended to provisional.
Complainant alleges that her child was bullied by other children at the service.	Investigated	Upheld	The Ministry found the service was in breach of a number of regulatory requirements and the service was placed on a provisional licence. The service subsequently met requirements and returned to a full licence.
Complainant alleged service provided insufficient information about their fee policies.	Investigated	Upheld	The Ministry found inconsistencies in the way the service was applying 20 Hours and advice and support was provided to the service to strengthen their documentation and practice.
Complainant witnessed staff member hitting a child.	Investigated	Upheld	NZ Police investigated the incident and Oranga Tamariki and the Education Council were notified. The staff member concerned resigned from the service. The Ministry placed the service on a provisional licence and required an action plan to be implemented to ensure the health and safety of all children at the service. SELO PLD was provided to support this process. Following the completion of the NZ Police investigation, the service was returned to full licence status.

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Complainant concerned service is providing misleading information about 20 hours.	Investigated	Upheld	The service was sold part way through investigation and the issue was followed up and resolved with the new owner.
Complainant alleged staff at service did not provide sufficient support to child and family over alleged bullying incidents.	Investigated	Upheld	Ministry investigated complaint and required the service to complete a self-review of their behaviour management and whānau communication policies. Improvements were made in these areas.
Complainant alleges that a teacher restrained a child inappropriately.	Investigated	Upheld	Ministry found the service provider had worked with the teacher involved as well as the parents of the child to agree on a resolution. Staff received PLD support in relation to the new restraint guidelines.
Complainant had concerns that children could easily climb the fence at the service and leave the premises undetected.	Investigated	Upheld	The Ministry found the service had made changes to ensure the fence could not be as easily climbed and had added the fence to their hazard identification register.
Complainant alleged service had not provided sufficient medical treatment to a child who sustained an injury to the mouth from another child. The child's parents were not informed of the incident by the service.	Investigated	Upheld	Ministry investigation found non-compliance with incident reporting policies, supervision and behaviour management. Service was placed on a provisional licence and SELO PLD provided to support compliance. Service has subsequently returned to a full licence.
Complainant concerned about service's management of child's medical condition, health and safety procedures, staff smoking in view of children, excursion policies and unsupervised access to technology.	Investigated	Upheld	Ministry investigation found areas of non-compliance. An action plan was put in place to address these areas and all areas were remedied within the prescribed timeframe.
Complainant alleged staff member restrained a child by holding their hands behind their back to get them to sleep.	Investigated	Upheld	Ministry investigation subsequently involved NZ Police, Oranga Tamariki and a referral was made to the Education Council. The service was placed on a provisional licence while the investigation took place and the staff member concerned resigned. The service provider put in place a new leadership team and PLD to support the teaching team. The service was subsequently returned to a full licence.
Complainant dissatisfied with service's response to child sustaining injury from another child.	Investigated	Upheld	Ministry found service response to incident needed improving. SELO PLD provided to service to further strengthen procedures and support teacher practice. Complainant satisfied with outcome.
The complainant alleged that the service manager shared private information about a prospective employee with staff.	Investigated	Upheld	The Ministry found the service provider was effectively managing the complaint after seeking advice from the Privacy Commission.
The complainant alleged that two unqualified staff members behaved inappropriately towards their child, and that supervision was not adequate.	Investigated	Upheld	Ministry found the service provider was working with the complainant to resolve the concerns and no further action was required. No breaches were identified.
The complainant alleged inappropriate behaviour management at the service, poor teaching, hazards from construction work, poor hygiene, and insufficient food.	Investigated	Upheld	The Ministry placed the service on a provisional licence, and required the service to immediately cease construction work during licensed hours. Service subsequently returned to a full licence.
Complainant is concerned after being informed that her child had been hit over the head with a toy by a staff member at the service.	Investigated	Upheld	The Ministry investigated the complaint and as a result the service updated a number of their policies, engaged with SELO PLD and had an early intervention teacher working alongside staff to support them in managing children's behaviours. A report was made to the Education Council by the service.
The complainant reported poor hygiene practices and an unsecured piece of furniture at the service.	Investigated	Upheld	The Ministry investigation found the service to be hygienic and ensured the service provider removed the identified hazard and strengthened processes on daily hazard checks.
Complaint that an educator had not been paid by the service provider for several months.	Investigated	Upheld	Concerns have fed into a wider service provider investigation, and licence has subsequently been cancelled.
The complainant reported a health and safety incident where staff had not noticed that a child had a plastic object in their mouth.	Investigated	Upheld	The Ministry provided advice and guidance to the complainant. The service made changes to its supervision to accommodate the child's additional needs. The complainant was pleased with the service's responsiveness.
Complaint that an educator had not been paid by the service provider for several months.	Investigated	Upheld	Concerns have fed into a wider service provider investigation, and licence has subsequently been cancelled.
Complaint that an educator had not been paid by the service provider for several months.	Investigated	Upheld	Concerns have fed into a wider service provider investigation, and licence has subsequently been cancelled.
The complainant alleged that a family volunteer was treated poorly by the head teacher at the service, resulting in the family ending their child's enrolment and moving to another service.	Investigated	Upheld	As the complaint related to employment, the Ministry referred it to the head teacher's employer. The service strengthened its family volunteer's policy, child protection policy, and HR processes.
Complaint that an educator had not been paid by the service provider for three months.	Investigated	Upheld	Concerns have fed into a wider service provider investigation, and licence has subsequently been cancelled.
The complainant alleged that a teacher allowed a child to leave the service with a person who was not approved on the enrolment form.	Investigated	Upheld	The Ministry reviewed the child's enrolment form, the service's processes for informing staff about people authorised to collect children, and the service's child protection policy. The Ministry required the service to update their child protection policy and undertake an audit of all enrolment forms. The service filed a mandatory report with the Education Council about the teacher, who had left the service.
The complainant was concerned about children routinely sleeping in pushchairs, hazards in the outdoor area, and the potential for children to climb the fence.	Investigated	Upheld	The Ministry viewed sleep records and the hazard checklist, checked the outdoor area, and provided advice and guidance to the service. The service updated its sleep policy so that children who fell asleep in a pram would be transferred to a bed, and updated its hazard management system. The Ministry confirmed that all outdoor hazards, including climbable items placed near the fences, had been removed.
The complainant was concerned about hygiene, warmth, noise levels, insufficient educational resources, and the educational quality of teachers' interactions with children at the service.	Investigated	Upheld	The Ministry requested a health inspection as part of investigation and found that the warmth and noise levels met regulatory requirements, and teacher interactions with children were positive. The service installed new

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			wash facilities for children following the health inspection. The Ministry directed the service to secure some heavy furniture and move educational resources from storage into play areas.
The complainant alleged that the service provider was employing staff prior to completion of police vets.	Investigated	Upheld	The Ministry investigation found improvements were needed to strengthen the service's employment policies and practices. Improvements were made and no further action required.
The complainant alleged bullying behaviour of the service manager towards staff.	Investigated	Upheld	The complaint was addressed immediately by the service provider, who directed the service manager not to attend the service while the bullying complaint was investigated. The Ministry concurrently carried out a full licence assessment in response to an ERO report and suspended the service's licence, which remains in effect.
A child injured their elbow at the service. The service did not report the accident to the parent. The child's arm was later discovered to be fractured.	Investigated	Upheld	The Ministry received all related documentation and required improvements to be made. The service continues to be monitored in relation to this complaint.
The complainant was unhappy about the effect of staffing changes on her child with additional learning needs, and communication to parents about the staffing changes.	Investigated	Upheld	The Ministry talked to the service manager about the complaint and supported the service to develop an action plan to support the complainant and meet the child's learning needs.
Complaint alleges that a child was dropped, resulting in a concussion, and that the parents weren't notified.	Investigated	Upheld	The Ministry investigation identified a number of health and safety concerns including the management of accidents and placed the service on a provisional licence. SELO PLD support was provided and the service was returned to a full licence after remedying all breaches.
The complainant was concerned about the service's lack of response to a complaint regarding two accidents, supervision, and adult to child ratios.	Investigated	Upheld	The Ministry visited the service, and found regulatory breaches. The service was put on a provisional licence and was provided with SELO PLD support.
Complainant alleges that a teacher hit a child on the head with a drum stick.	Investigated	Upheld	The teacher was suspended during an investigation by the service and Oranga Tamariki. The teacher subsequently returned to work with external mentoring and professional development support.
The complainant had not been able to access information about his child from the service. The complainant had shared custody with the child's other parent.	Investigated	Upheld	The Ministry required the service to develop procedures for communicating with parents with shared custodial arrangements.
The complainant wanted better communication from the service about learning development of a child with additional learning needs.	Investigated	Upheld	The Ministry provided advice and guidance to the complainant and reviewed the service's policies. The service updated its Learning support policy to strengthen focus on progress and communication. Following the changes, the complainant was satisfied with communication from the service about the child's progress, and the child's learning outcomes.
The complainant alleged that a teacher had used inappropriate behaviour management practices and that the service did not complete an incident report.	Investigated	Upheld	The Ministry investigation found the service provider worked with appropriate agencies including NZ Police and the Education Council. The Education Council was notified and the teacher was stood down while the Education Council investigated. The Ministry provided support to the child's family. The Ministry required a review of the service complaints, child protection, HR, health and safety, and communication policies. The teacher subsequently resigned.
The complainant alleged that a child was able to open the front door to the centre, and that the centre had contacted Oranga Tamariki about the child's behaviour without informing the child's parent.	Investigated	Upheld	The Ministry investigation confirmed that the service had made a referral to Oranga Tamariki after developing a behaviour management plan for the child with the parent's involvement and Ministry support. The service had also replaced the lock on the door and had informed parents about the incident. The service reviewed its supervision plans, communication policy, child protection policy, incident reporting process and hazard checking process. No further action was required.
Complaint about charging for 20 Hours ECE.	Investigated	Upheld	Ministry reviewed relevant documentation and found that the service was not following the 20 Hours ECE requirements. Service made required changes to policies and processes.
Complainant alleges that a teacher was posting photos and a video of children on social media with rude comments about the children, and was drunk at work.	Investigated	Upheld	These concerns fed into a wider service provider investigation and the service has subsequently been placed on a provisional licence. Formal disciplinary process was worked through with staff member resulting in the termination of the employment contract.
Complainant unhappy that their baby was not fed during the day.	Investigated	Upheld	The Ministry was not satisfied with the actions taken following the investigation by the service. A full licensing assessment was subsequently carried out. Concerns have fed into wider service provider investigation and licence has subsequently been amended to provisional.
Complaint from a staff member about a head teacher's use of seclusion as a behaviour management approach.	Investigated	Upheld	Ministry found that the head teacher had been stood down immediately while the service provider undertook an investigation. Following the investigation the head teacher resigned and a mandatory report was made to the Education Council. Another teacher was given a written warning and required to follow a performance improvement plan.
Complaint about a service's management of two incidents including not completing an incident report. Parents took child to doctor but no medical intervention required.	Investigated	Upheld	Ministry reviewed documentation and found improvements were needed in accident/incident management processes which the service subsequently implemented.
Concern that a home based service fence did not meet premises and facilities requirements.	Investigated	Upheld	Ministry visited the service and found the fence did not meet requirements. The service made improvements to the fence so that it was compliant. The service provider informed that they must ensure property checks are carried out before a child attends the service. Ministry informed the service provider that we would continue to monitor compliance with this requirement.

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Complaint about how a service managed a series of biting incidents. The child who was bitten on a number of occasions was removed from the service.	Investigated	Upheld	Ministry reviewed all relevant documentation and identified areas for improvements. The service reviewed policies and the Ministry was satisfied with the changes.
Complainant alleged that a teacher smacked a child and used inappropriate language.	Investigated	Upheld	Ministry found the service had responded to the allegations appropriately and suspended the teacher while an investigation took place. The investigation found there was not enough evidence to uphold allegations and the teacher was reinstated with additional PLD.
Complainant is unhappy that a service minimised an injury her child received.	Investigated	Upheld	As a result of the complaint the service was placed on a provisional licence and subsequently closed for reasons unrelated to the complaint.
Anonymous complaint from a teacher about working conditions, ratios, staff and children's health, safety and wellbeing.	Investigated	Upheld	Ministry investigation showed that the service was operating unlicensed. Ministry took legal action to ensure the service ceased operations and found alternative arrangements for children. The service has subsequently gained a licence.
Complainant concerned about ratios.	Investigated	Upheld	Concerns have fed into wider service provider investigation and licence has subsequently been amended to provisional.
Complainant concerned about ratios, staff turnover and health and safety.	Investigated	Upheld	Concerns have fed into wider service provider investigation and licence has subsequently been amended to provisional.
Complaint about the level of safety at the service following a child having three accidents one of which resulted in a fractured arm. Parent had withdrawn the child from the service.	Investigated	Upheld	Ministry assessed related documentation and provided advice and guidance on policy and practice. Service reviewed and amended relevant procedures in accordance with Ministry recommendations.
Complainant concerned about the use of weighted bladders being placed on her child as a behaviour guidance strategy.	Investigated	Upheld	The Ministry discussed the issue with the service and it was agreed that the service would review the use of weighted bladders to calm children as part of a wider review of their behaviour guidance strategies.
Complainant alleges a serious incident involving a staff member at the service.	Investigated	Upheld	Ministry found that all key agencies were involved in the investigation including the Education Council, NZ Police and Oranga Tamariki. The staff member was suspended while the Ministry investigated the service response to the incident and was subsequently dismissed.
Complainant alleges service is committing fraud.	Investigated	Upheld	Information included in wider service provider investigation and licence subsequently cancelled.
Complainant alleges children are not being looked after at the service's designated location and that ratios are not being met.	Investigated	Upheld	Ministry investigation showed that the service was operating unlicensed. Ministry took legal action to ensure the service ceased operations and found alternative arrangements for children. The service has subsequently gained a licence.
Complainant alleges that teachers are being asked to transport children to an address that is not the services designated location.	Investigated	Upheld	Ministry investigation showed that the service was operating unlicensed. Ministry took legal action to ensure the service ceased operations and found alternative arrangements for children. The service has subsequently gained a licence.
Complainant alleges children are not being looked after at the service's designated location and that ratios are not being met.	Investigated	Upheld	Ministry investigation showed that the service was operating unlicensed. Ministry took legal action to ensure the service ceased operations and found alternative arrangements for children. The service has subsequently gained a licence.
The complainant was concerned with the management of this service and potentially fraudulent practices.	Investigated	Upheld	The Ministry conducted a full licence assessment of this service. There were some concerns that the service quickly remedied. An audit identified over claiming owed to the Ministry. No further actions were required as concerns were remedied promptly.
Complainant is concerned about how the service manages accidents, her child being secluded, supervision of her son, and communication in relation to access to children when there is a Court Order in place.	Investigated	Upheld	The service put in place regular meetings to increase visibility of concerns and staff roles. There were no identifiable breaches relating to seclusion of children.
The complainant was concerned about the lack of the assessment documentation about the progress of their child in their portfolio.	Investigated	Upheld	The Ministry required the service to update their policies, procedures and practises in response. No further action was needed.
Complainant alleges that a child was smacked and that children are sometimes threatened with a slipper.	Investigated	Upheld	A NZ Police investigation into the allegation was resolved without any charges laid. Oranga Tamariki were also notified. SELO PLD was provided to support staff with child protection and behaviour management. As a result of the complaint the service was placed on a provisional licence while changes were made. The service has returned to a full licence.
The complainant was concerned about teacher child ratios, curriculum and health and safety requirements not being met at all times.	Investigated	Upheld	The Ministry conducted a full investigation of this service, and the service was placed on a provisional licence while it addressed identified breaches. Improvements were made and the service subsequently returned to a full licence.
The complainant was concerned about their child who was seriously injured on an excursion away from the service without the complainant's consent.	Investigated	Upheld	Concerns have fed into a wider service provider investigation involving NZ Police, Oranga Tamariki and Worksafe. The service was operating without a licence and was taken to court, resulting in a conviction of the service provider.

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The complainant was concerned about taps being too high for children, excessive noise, and the outside area. They were also concerned about the ratios at this service, broken resources and poor maintenance of the environment.	Investigated	Upheld	The Ministry conducted a full review of the service and the service was placed on a provisional licence with multiple breaches. SELO PLD was put in place to support improvements.
The complainant is concerned with the quantity of sleeping provision at the service.	Investigated	Upheld	The Ministry reviewed policies and procedures and observed practice. The service updated their sleeping policies and practices and purchased more sleeping provision. The Ministry was satisfied the service was meeting the regulations and no further actions were required.
The complainant was concerned about the absence of registered teachers, poor HR practices and a low quality curriculum.	Investigated	Upheld	The Ministry reviewed the service's policies and procedures and observed the practice at the service. The Ministry found areas of concern and issued a provisional licence with conditions to meet. The service has addressed all breaches and returned to a full licence.
The complainant was concerned with the injuries their child was sustaining at the service from other children. They were concerned the service wasn't doing enough to manage the number of children with complex behaviour.	Investigated	Upheld	The Ministry reviewed the service's policies, procedures and incident reports. Additional learning support was provided to the service to assist in managing the number of children with complex behavioural needs.
The complainant was concerned with the way the service transitioned their child into the service. The complainant felt that the needs of their child were not addressed sufficiently.	Investigated	Upheld	The service's policies and procedures were reviewed and an action plan was implemented. The service was provided with SELO PLD to help support transitions.
The complainant was concerned about the staff at this service. There were no safety checks of employees and the complainant believed some educators weren't qualified when they were being counted as such. The complainant was concerned that some staff are treated unfairly by management.	Investigated	Upheld	Concerns have fed into a wider service provider investigation and a provisional licence has subsequently been issued.
The complainant was unsatisfied with the service's response to their complaint. The complainant felt that the service was not doing enough to mitigate minor injuries their child is sustaining at the service.	Investigated	Upheld	The service's policies and procedures were reviewed, and practice observed. The Ministry determined there was no further action to be taken. The service however, increased ratios and reviewed their practices and policies around health and safety.
Concerns raised about the management of a child's toileting issues, the management of debt recovery in relation to fees owed and a lack of communication from service provider.	Investigated	Upheld	Investigation found no breaches but systems were reviewed and improvements were made to strengthen incident reporting, enrolment procedures and communication with whānau.
Concerns raised about a child with disabilities being excluded from an excursion; transport to the excursion without car seats and the general quality of programme with poor resources to support curriculum.	Investigated	Upheld	Ministry assessment identified a number of breaches that were remedied immediately by the service provider.
Complainant is concerned with the financial and HR management at the service.	Investigated	Upheld	The Ministry investigated the complaint and as a result a number of breaches were identified and the service was placed on a provisional licence. SELO PLD was put in place to support improvements.
Complainant concerned that teachers are not providing adequate care for child. Concerns include access to drinking water, child going home in other children's supplied clothing including nappies, unexplained bruises/ scratches and staff discussing personal issues about complainant.	Investigated	Upheld	Ministry investigation did not determine any breaches but did identify areas for improvement. Service provider met with complainant and developed an individual development plan for the child. Complainant happy with response.
Concerns relate to a number of allegations about poor behaviour management practices, lack of responsiveness from management to addressing parents' concerns, poor staff appraisal systems and generally strained relationships across management, staff and parents.	Investigated	Upheld	The Ministry identified non-compliance across a number of areas. The service was responsive in moving to address these and the Ministry monitored a review of policies and procedures.
Complainant concerned at the lack of response of supervising staff to an accident witnessed on the monkey bars.	Investigated	Upheld	Ministry satisfied with service provider response and improvements that were made to supervision plan. No breaches identified and no further action required.
Complainant concerned at apparent lack of supervision when they arrived to pick up child and supervising teacher could not locate child for a period of 10 minutes. Child subsequently found asleep in play hut.	Investigated	Upheld	Ministry satisfied that the service provider had fully investigated the complaint and instigated improvements to their supervision practices. Breach was not determined and complainant happy with service response.
Complainant requested copy of enrolment form from service and it was not provided.	Investigated	Upheld	The Ministry contacted the service and discussed the complaint. The service sent a copy of the enrolment form to the complainant.
Complainant concerned about supervision of children after a child had a number of accidents.	Investigated	Upheld	The Ministry investigation found a significant number of breaches to regulations. The licence was suspended because of these breaches. The suspension was subsequently revoked and a provisional licence issued to manage remaining breaches. Licence has now been returned to full.
The complainant is unhappy with the service after an incident between two children resulted in an injury to child.	Investigated	Upheld	The Ministry reviewed applicable documentation and was satisfied that the service had made improvements to address the concerns.
Complainant concerned about the time it took for a service to inform her about an incident. Complainant also alleges that the service was not meeting ratios.	Investigated	Upheld	The Ministry reviewed the incident documentation. The service was not deemed to be in breach but a review of supervision was recommended. The Ministry continued to monitor the service.
Complainant concerned about the ratios at the service.	Investigated	Upheld	The Ministry visited the service and identified a number of breaches, as a result the licence was suspended. The service has since been sold and placed on a provisional licence.

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Complainant is unhappy about school aged children being present at the service, the service's complaints process, and a relief teacher's inability to speak English. Complainant is also concerned with the hygiene at the service.	Investigated	Upheld	The Ministry investigation identified a number of breaches. The service was placed on a provisional licence and continues to be monitored as part of a wider service provider investigation.
Complainant alleges verbal abuse of parent by service management.	Investigated	Upheld	The Ministry, Oranga Tamariki, NZ Police and the Education Council were all involved in managing numerous concerns in relation to this service provider. The service was placed on a provisional licence and the owner was excluded from the service. The owner informed the Ministry of the upcoming sale of the service. The service remains on a provisional licence and we continue to monitor.
NZ Police raised concerns in relation to the son of a staff member at a home-based service.	Investigated	Upheld	The Ministry investigated and the service provider suspended the educator. A meeting was held with the service, NZ Police, Oranga Tamariki and the local DHB. Employment of the educator was terminated.
Complainant unhappy after being informed that a child's enrolment would be cancelled due to frequent absences.	Investigated	Upheld	The Ministry contacted the service and explained the frequent absence rule. The child's enrolment was changed which satisfied the complainant.
Complainant is unhappy about the number of accidents a child had at the service.	Investigated	Upheld	The Ministry visited the service and found a number of breaches. The service licence was suspended because of these breaches. Suspension notice was subsequently revoked and a provisional licence was issued. SELO PLD put in place and service has now returned to a full licence.
Complainant unhappy with old service contacting new service about concerns relating to the welfare of a child.	Investigated	Upheld	The Ministry contacted the service who confirmed that they had made an error in sharing information and had worked with the teaching team to ensure this did not occur again.
Complainant has removed their child from the service over alleged mis-management of biting incidents. Alleges that the service is withholding the child's profile book and charging for outstanding absence days.	Investigated	Upheld	The Ministry found that the service had completed an internal investigation into the biting incidents and implemented an improved behaviour management strategy in response. The service was advised to review processes for keeping parents informed. The Portfolio book was returned to the parent. The debt was related to a notice period which was agreed to in the terms and conditions of enrolment.
Complainant alleges that the service was operating from a different address than that provided for on their licence.	Investigated	Upheld	The Ministry investigated the allegation and found the service had relocated to an alternative venue due to renovations at their licensed premise. As a result the licence was suspended. All conditions of suspension have now been met and the service has returned to a full licence.
The service was operating after their licence was cancelled following the business going into liquidation.	Investigated	Upheld	The service was informed that they could not operate without a licence. The service underwent a change of ownership and subsequently applied for and were granted a new probationary licence.
Complainant alleged rough handling of a child by a relief teacher.	Investigated	Upheld	The Ministry investigated and reviewed all documentation related to the allegations. The relief teacher was not on site during the investigation. The service informed the Education Council and the relief teacher did not return to the service. The service's licence was subsequently cancelled due to a number of other issues.
Complaint alleges inappropriate sexual behaviour between two children.	Investigated	Upheld	Oranga Tamariki and Police led an investigation into the allegations, and found that no further action was required. The service was placed on a provisional licence during the investigation. The Ministry found inadequate practices relating to the service's complaints procedure and Child Protection Policy. The service rectified inadequate practice and was returned to a full licence. The service received SELO PLD support for child protection.
Complainant concerned about grievance with service provider. Concerned that primary-aged children are present during licenced hours.	Investigated	Upheld	The Ministry found the service provider had terminated the enrolment of the complainant's child. The complaint fed into a wider service provider investigation resulting in a provisional licence.
Complainant concerned about supervision and language comprehension of staff.	Investigated	Upheld	The Ministry was monitoring the service on a provisional licence at the time of the complaint, and requested copies of the staff roster and timesheets. Staff information was found to be incomplete and required a review. The service was operating within the correct adult-to-child ratio. Concerns fed into a wider service provider investigation.
Complainant alleges service is not correctly recording child attendance.	Investigated	Upheld	The Ministry was monitoring the service at the time of the complaint. Concerns have fed into wider service provider investigation and service has subsequently been placed on a provisional licence.
Complainant alleges an infant was left unattended in the outdoor area of the service. Complaint also about supervision and ratio requirements not being met.	Investigated	Upheld	The Ministry did not identify any ratio breaches but found that the service had not documented the alleged incident. The service was required to provide evidence that it reviewed its practice for documenting incidents, supervision requirements and health and safety practices.
Complainant concerned about incidents not being recorded correctly, and lack of response to incidents.	Investigated	Upheld	The Ministry investigated and found that the service had not recorded some of the incidents mentioned in the complaint as required. The service's relevant policies and procedures were reviewed and improvements were made to meet requirements.
Complainant was concerned about high staff turnover, hygiene and poor food provision for children under 2.	Investigated	Upheld	Concerns have fed into wider service provider investigation and licence has subsequently been placed on a provisional licence.
Complainant was concerned about adult-to-child ratios, staff turnover, unresolved complaints to service management, poor curriculum provision, staff bullying.	Investigated	Upheld	The Ministry found that the service was working with parents to review key policies and practices relating to the complaint. A breach in ratios was identified over a short period of time and the staff roster was reviewed and

Complaints Summary	Investigation	Final Outcome of Investigation	Explanatory Notes
			amended to mitigate any further breaches. The service worked with parents to help them understand the regulatory requirements.
Complainant concerned about fees and a child leaving the service.	Investigated	Upheld	The Ministry found that the service had immediately addressed the issue of the child leaving the service by fixing the gate. The fees the complainant had concerns about were justified charges from the service.
Complainant upset that a child had an allergic reaction and the service didn't call an ambulance.	Investigated	Upheld	The Ministry worked with the service to ensure their processes around managing allergies were consistent with regulatory requirements. This complaint occurred just prior to a change of ownership. Changes were implemented by the new owner to ensure a similar situation does not occur.
Complainant alleges that a child was left in the service's van.	Investigated	Upheld	The Ministry met with the service and as a result the service documentation regarding use of the van was strengthened and the van driver was removed from that position.
Complainant is concerned with a number of issues at the service including ratios, activity spaces, hazards associated with children climbing trees and an incident where a child left the premises.	Investigated	Upheld	The Ministry investigation found no evidence of breaches for the majority of the concerns. The incident where the child left the service was a historic incident that was substantiated. Additional measures were put in place to ensure this wouldn't happen again.
Complainant alleges verbal abuse of parent by service management.	Investigated	Upheld	The Ministry, Oranga Tamariki, NZ Police and the Education Council were all involved in managing numerous concerns in relation to this service provider. The service was placed on a provisional licence and the owner was excluded from the service. The owner informed the Ministry of the upcoming sale of the service. The service remains on a provisional licence and we continue to monitor.
Concerns raised alleging ill-treatment of a child by a supervisor at a service.	Investigated	Upheld	The Ministry investigation found the service were managing a number of children with complex behaviour and additional learning needs. Interactions between teachers and children were observed to be positive. The service reviewed its child protection social competence policies and strengthened its relationship with the Ministry's Learning support team.
Complainant concerned about the health and safety of children at a service due to a child at the service biting.	Investigated	Upheld	The Ministry worked with the service to provide additional learning support for the child the complainant was concerned about. The support was reviewed and strengthened following receipt of the complaint. The service provider worked with the complainant to agree on a strategy for helping to keep other children safe.
Complainant alleges that their child was injured and the service failed to inform them.	Investigated	Upheld	The Ministry worked with the service to improve their systems and processes on managing responses to accidents. No further concerns were raised by the complainant.
Complainant alleges mistreatment of a child by a staff member at a service.	Investigated	Upheld	The Ministry reclassified the licence to provisional during an investigation by the NZ Police and Oranga Tamariki. The NZ Police investigation did not lead to prosecution although the staff member was subsequently dismissed. The service worked with agencies to support the wellbeing of affected child and their family.
Complainant concerned that teachers have been unable to take breaks to maintain ratios.	Investigated	Upheld	The Ministry Investigation found that the service was struggling to manage ratios and meet other employment obligations including sick and annual leave provisions. The service provider reviewed systems and processes to ensure ratios are met at all times in the future.
Complainant concerned with how staff are managing the behaviour of children.	Investigated	Upheld	The Ministry investigation could not find evidence to substantiate the concerns although shortfalls in existing child protection and employment policies and processes were identified. These have subsequently been reviewed.
Complainant concerned about how staff manage the behaviour of children including alleged rough handling of children.	Investigated	Upheld	The Ministry visited the service. No breaches were identified but potential improvements were identified and subsequently made to behaviour management policy and practices.
Complainant feels forced to pay optional charges.	Investigated	Upheld	The Ministry investigated the service when a change of management visit was undertaken. Issues were identified and an audit was conducted. The issues have been resolved.
NZ Police notified the Ministry of a potential child protection issue.	Investigated	Upheld	The Ministry, Oranga Tamariki, NZ Police and the Education Council were all involved in managing numerous concerns in relation to this service provider. The service was placed on a provisional licence and the owner was excluded from the service. The owner informed the Ministry of the upcoming sale of the service. The service remains on a provisional licence and we continue to monitor.
Complainant alleges staff are yelled at in front of children, high staff turnover, poor communication and health and safety issues.	Investigated	Upheld	The Ministry investigation has resulted in the reclassification of the service licence to provisional. We are continuing to monitor and support the service and implement SELO support.
Complainant unhappy with the lack of communication in relation to concerning behaviour of a child.	Investigated	Upheld	The Ministry investigation did not identify any breaches although recommended improvements. The service provided PLD for staff, made changes to the environment (including improved supervision), and improved its incident management.
Complainant alleges that a staff member smacked a child.	Investigated	Upheld	The Ministry identified a number of issues with the service's response to the alleged incident including a failure to notify Oranga Tamariki. As a result the service was required to make improvements to their child protection policies. The allegation against the teacher was unable to be substantiated.

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Complainant alleges that a staff member hit a child with a broom.	Investigated	Upheld	The Ministry found the allegations were unable to be substantiated. Improvements were identified in the service's management of the allegations. An updated child protection policy was received and reviewed. SELO PLD support was provided and the service continues to be monitored.
Complainant concerned after they received an abusive call from the service provider after highlighting concerns in relation to staff turnover.	Investigated	Upheld	The Ministry, Oranga Tamariki, NZ Police and the Education Council were all involved in managing numerous concerns in relation to this service provider. The service was placed on a provisional licence and the owner was excluded from the service. The owner informed the Ministry of the upcoming sale of the service. The service remains on a provisional licence and we continue to monitor.
Complainant alleges that an educator had roughly handled and smacked a child.	Investigated	Upheld	The Ministry found the allegation was not substantiated although did identify improvements to be made. The service agreed to implement their child protection policy more consistently in the future including ensuring more timely notifications to Oranga Tamariki. The Ministry also requested a review of the service's human resource management policy.
Complainant concerned that the behaviour of one of the children at the service is dangerous to other children.	Investigated	Upheld	The Ministry is satisfied that the service has taken all necessary steps to ensure the safety of all children at the service, including receiving support from Ministry Learning support staff.
Complainant alleges that a teacher kicked a child.	Investigated	Upheld	The Ministry found the incident was accidental and no further action was required.
Complainant alleges that a teacher at the service roughly grabbed and dragged a child and then shouted at the child.	Investigated	Upheld	The Ministry found the complaint was thoroughly investigated by the service leading to a review of systems and strategies for managing social competency. A disciplinary process was followed by the service provider and the teacher at the centre of the complaint was required to attend counselling.
Complainant informed the Ministry that the head teacher is being investigated by the NZ Police for alleged rough handling of children.	Investigated	Upheld	The Ministry found that the staff member concerned had been stood down. The service was informed that failure to inform the Ministry of the investigation was a breach. Report made to Education Council. The service chose to close voluntarily due to declining role numbers and licence subsequently cancelled.
Complainant cites inadequate ratios, lack of supervision and health and safety concerns.	Investigated	Upheld	The Ministry identified a number of breaches. The Ministry continues to monitor the service while the service provider remedies identified non-compliance.
Complainant unhappy with a lack of communication about the management of response to an incident between two children involving sexualised play.	Investigated	Upheld	Ministry found the service provider was working with appropriate agencies regarding the child and the child's family to agree on a resolution.
Complainant unhappy with the structure of the programme and is concerned about how much time children get outside.	Investigated	Upheld	The Ministry investigation did not determine any breaches. The service made improvements in how they relate their aspirations and philosophy to parents in the future. Complainant happy with outcome.
Complainant cites a lack of support for the educator of a child and poor communication between the service and the educator.	Investigated	Upheld	The Ministry cancelled the licence of this service in part due to this complaint.
Complainant alleges that children were left unsupervised, that management of and response to hazards/accidents/incidents and disclosures were inadequate.	Investigated	Upheld	Ministry investigation identified a number of breaches and the service was placed on a provisional licence. The service continues to be monitored.
Complainant alleges that children were force fed and that concerns about the teaching practice of the head teacher were not responded to by the service provider. Adult:child ratios were also raised as a concern.	Investigated	Upheld	The Ministry investigation identified improvements were needed in a number of areas. SELO PLD provided to strengthen and improve teaching practice. The two staff members under investigation were suspended and subsequently resigned. Reports were made to the Education Council and Oranga Tamariki.
Complainant is unhappy with the time it took for the service to inform her about an incident when her child received a cut.	Investigated	Not Upheld	The Ministry advised the complainant to follow the service's complaints procedure in the first instance. The service advised the complainant that they dealt with the injury first before contacting the parent 10 minutes later. The service tried to discuss issues they were having with the behaviour of the child but the complainant chose to remove her child from the service.
Complainant unhappy with child being bullied by other children and concerned with a man waiting in the centre.	Investigated	Not Upheld	Complainant advised to follow service's complaints process. Service provider happy to work with complainant but complainant removed the child from the service. The man was a parent waiting for a meeting to discuss the enrolment of his child.
Concern raised about ratios at service.	Investigated	Not Upheld	The parent was supported to follow the service's complaints policy and invited to reconnect with Ministry if their concern's remained unresolved. No further contact was received.
Complainant raised a concern about the supervision due to an altercation between two children.	Investigated	Not Upheld	The Ministry found the service was meeting requirements for ratios but the service took the opportunity to review their supervision plan and areas of play.
Complainant is unhappy about the management of a child's infectious illness and lack of information in the service's illness policy.	Investigated	Not Upheld	The Ministry found the service did not provide all parents with a warning about the illness as it had not been confirmed by a doctor. The service reviewed their illness policy to ensure it included all public health guidance needed.
Complainant alleges teacher smacking a child.	Investigated	Not Upheld	A provisional licence was issued during investigation by the NZ Police and Oranga Tamariki. The allegations were not substantiated and the service has subsequently closed.
Complainant alleges staff smoking cannabis and that sleep arrangements aren't appropriate.	Investigated	Not Upheld	Ministry worked with the service provider and established there was no substance to the allegations made. No further action was taken.

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Complainant unhappy with how a child's injury was treated and disagreed with the incident report.	Investigated	Not Upheld	Ministry investigation did not substantiate complainant's claims. Supervision roster met requirements. No further action was required.
Complainant concerned at the way the service is structuring their fees in applying 20 Hours ECE.	Investigated	Not Upheld	Ministry found service to be compliant with funding rules and no other breaches identified. Concerns appear to have arisen through miscommunication. Information was clarified and concerns resolved.
Complainant seeking advice after being notified that a parent had withdrawn their child from a service after their child alleged they had been smacked by a staff member.	Investigated	Not Upheld	The complainant had contacted Oranga Tamariki who could not find grounds to investigate. The Ministry also found there were no grounds to take further action.
Complainant is unhappy with the fees being charged.	Investigated	Not Upheld	The Ministry assessed the applicable information and found no breaches to Funding Rules.
Complainant has a number of concerns regarding ratios and how the service is managed.	Investigated	Not Upheld	The Ministry investigation found no breaches evident and no further action was required.
Complainant alleges ill treatment of children and inappropriate behaviour management strategies.	Investigated	Not Upheld	The Ministry observed current practice and found the allegations were not substantiated. The service did update its supervision plan and reviewed their positive child guidance policy.
Complainant unhappy with how enrolment was managed by the service.	Investigated	Not Upheld	The Ministry found that confusion had occurred in the explanation of the waiting list and there was a need for the family to secure the enrolment. The complainant didn't require any further action to be taken.
Complainant unhappy that portfolio book is being withheld by the service.	Investigated	Not Upheld	The Ministry contacted the complainant and service provider and informed them that the portfolio material collected by the service is owned by the service and the parent is entitled to request copies. No further action was required.
Complainant unhappy with lack of pay for staff and lack of supervision of coordinator.	Investigated	Not Upheld	Ministry found the service provider was struggling to meet licensing obligations and opted to cease operation of the service. The licence was subsequently cancelled.
Complainant alleges that service breached ratio requirements.	Investigated	Not Upheld	Ministry investigated the complaint and found no breach evident. Further communication with the complainant to follow up received no response.
Complainant alleged inappropriate behaviour management and social competence practice at the service resulting in children not receiving appropriate care and attention. Complainant also concerned about staff practice around food.	Investigated	Not Upheld	The Ministry investigated the complaint and did not find any evidence of alleged staff behaviours. No further action required.
Complainant alleges communications issues, ratios not being met, immunisation records not being kept up to date, sleep checks not being completed, and the curriculum not meeting children's needs.	Investigated	Not Upheld	The Ministry's investigation did not determine any breaches. No further action taken.
Complainant alleges that their details were falsely obtained to agree to a resource consent application to increase the service's hours of operation.	Investigated	Not Upheld	NZ Police and the local council investigated and found that no further action was required. The service provider worked with the complainant to address concerns and withdrew the resource consent application.
Complainant unhappy with how fees are managed.	Investigated	Not Upheld	The Ministry requested the applicable documentation from the complainant regarding enrolment and fees. No breaches evident and no further correspondence was received from the complainant.
Complainant alleges that an offer of employment for the position of project coordinator was given to a person of questionable character.	Investigated	Not Upheld	The Ministry found the service provider had resolved the complaint. A small number of unrelated breaches were identified in the investigation but these were remedied promptly by the service provider.
Complainant who resides near the service, alleges excessive noise coming from the service at all times of the day.	Investigated	Not Upheld	The Ministry investigated the complaint in conjunction with the local council. The council conducted random noise testing and found the levels of noise were minimal and did not exceed 45 dBA. The service does not operate outside of licensing hours and has not had any further complaints.
Complainant is concerned with the enrolment process.	Investigated	Not Upheld	The Ministry reviewed enrolment details as well as the service/parent agreement leading to the cancellation of enrolment, fees owing and debt recovery. No breaches evident and repeated attempts to contact the complainant resulted in no response.
Complainant alleges emotional abuse of children at the service.	Investigated	Not Upheld	Advice and guidance provided to complainant to support them in working through the service's complaints process. Ministry invited complainant to call if she was not satisfied with response from service. SELO PLD Provider currently working with the service and no issues of concern identified by PLD Provider. Complainant chose to remain anonymous and did not leave contact details so could not be contacted for any follow-up.
Complainant unhappy about information relating to fees.	Investigated	Not Upheld	The Ministry found that the service had met their obligations in relation to fees information. The service offered to waive some of the fees of the complainant in an act of goodwill.
Complainant alleges an incident of verbal abuse by educator.	Investigated	Not Upheld	The Ministry found the service provider responded appropriately to the situation. A break down in the relationship between the two parties involved resulted in both parties agreeing to end the contract. Support and guidance is being offered to the educator by the service and guidance procedures are being reviewed.
Complainant concerned that enrolment termination terms were not honoured by service.	Investigated	Not Upheld	Ministry found no breaches evident but did provide advice and guidance to help strengthen professional practice when communicating with parents.

Complaints Summary	Investigation	Final Outcome of Investigation	Explanatory Notes
Complainant concerned about operation of an after school care programme that also provides care to ECE aged children.	Investigated	Not Upheld	The Ministry found that the programme was no longer operational following a visit.
Complainant concerned service had not responded to their request for information regarding unenrolment of child and sought support from the Ministry to obtain a response.	Investigated	Not Upheld	Ministry contacted service requesting a response on the complainant's behalf. Service provider provided a response.
Complainant concerned about potential health and safety hazards in service's outdoor space; premises size and noise from children attending service.	Investigated	Not Upheld	The Ministry investigation found no evidence of non-compliance. Health and safety policies and procedures were reviewed and advice and support was provided to further strengthen health and safety procedure.
Complainant concerned about excursion ratios.	Investigated	Not Upheld	The Ministry found the excursion policy, including excursion ratios, met requirements. The service took the opportunity to review their procedures.
Complainant unhappy that service cancelled child's enrolment.	Investigated	Not Upheld	The Ministry requested that the service review their position and processes regarding enrolment cancellation. Advice and guidance was provided to support the service to do this.
Complainant alleged children left in car and not appropriately supervised during an excursion.	Investigated	Not Upheld	The Ministry found that the service had responded appropriately to the concerns raised by the complainant. The Ministry provided advice and guidance to support the service to strengthen their policies and procedures.
Complainant unhappy with the fees being charged by the service.	Investigated	Not Upheld	An investigation found that the service met the requirements under the funding handbook. No further action was required.
Complainant alleged child was left unsupervised while using tools.	Investigated	Not Upheld	The Ministry found that the child was supervised by staff while engaged in this activity. The service conducted a review of the incident and implemented changes to the activity space to ensure higher visibility of the area to all adults at the service.
Complainant alleges fraudulent behaviour and insufficient health and safety practices.	Investigated	Not Upheld	Ministry investigation found evidence of non-compliance and no further action was required.
Complainant concerned about presence of children from neighbouring service taking part in activity on shared footpath close to a private driveway.	Investigated	Not Upheld	The Ministry investigation found that the service had met all requirements for taking children on an excursion and parental permission had been obtained. All neighbours had been contacted and children were adequately supervised and dressed in hi-vis jackets. No breach identified.
Complainant concerned that child was told they would not be allowed lunch if they continued to misbehave while on an excursion.	Investigated	Not Upheld	Ministry investigation found that the child had received lunch and there was no risk of any child being deprived of food while attending the service. The conversation overheard by the complainant was between a parent and their child attending an excursion with the service. Following the receipt of the complaint, the service reviewed their procedures for briefing parents and managing supervision requirements prior to going on excursions.
Complainant alleged child restrained by staff member.	Investigated	Not Upheld	Ministry investigation found no evidence to substantiate allegations and no further action was needed.
Complainant concerned about bruising found on her child and how this was dealt with by the service.	Investigated	Not Upheld	The Ministry found the service provider had worked with the complainant and identified that the bruising likely came from the child's walking aides. The support plan for the child was reviewed including how the child was using the specialised equipment.
Complainant concerned about service's health and safety practices as child is alleged to have been involved in weekly incidents sustaining a number of injuries while attending the service.	Investigated	Not Upheld	The Ministry found no evidence of breaches to regulations although the service provider had identified a number of improvements in response to complaint. The service provider worked with the child's family and Ministry learning support staff to put in place strategies to better support the child's complex behaviour and additional learning needs.
Complainant concerned about services handling of a previous complaint regarding teacher conduct.	Investigated	Not Upheld	The Ministry investigation found that the service's policies and procedures were sufficient and children's safety and wellbeing assured. No further action was required.
Complainant alleged staff member provided incorrect information about complainant's children to another agency.	Investigated	Not Upheld	Ministry worked with both service provider and Oranga Tamariki to investigate the concerns. No breaches were identified but improvements were identified and made in managing situations where children are under Oranga Tamariki care.
Complainant concerned about service's compliance with health and safety requirements, relationship management and information provided to parents regarding fees and enrolment policies.	Investigated	Not Upheld	The Ministry reviewed policies and procedures concerning enrolment, fees, health and safety, and communication with parents. No breach of the regulations was identified. Advice and guidance was provided to the service to strengthen aspects of these policies, to which the service responded appropriately.
Complainant concerned about suitability of a non-teaching member of staff employed by the service outside of operating hours, following a private incident involving the NZ Police that was unrelated to the service.	Investigated	Not Upheld	Ministry investigated complaint and determined appropriate processes had been followed and Child Protection Policy implemented. Non-teaching member of staff was not a children's worker, had no unsupervised access to children and worked at the service outside of operating hours.
Complainant concerned about an electric fence and grazing livestock on the premises outside of licensed hours.	Investigated	Not Upheld	The fence was outside the service boundary and inaccessible to children, and no evidence was found of livestock grazing on the service premises.
Complainant concerned about excursion procedures service follows.	Investigated	Not Upheld	The Ministry found the excursion is a regular exercise and the service was following appropriate processes including ratios in line with requirements.
The complainant alleged ECE funding was being claimed by a service for a child on days when the child attended another service.	Investigated	Not Upheld	The Ministry contacted both services, and confirmed that each was claiming ECE funding only for the days the child attended that service.

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The complainant alleged that the service had not fulfilled a verbal agreement to charge fees only for hours their child attended the service, which were less than their enrolled hours.	Investigated	Not Upheld	The Ministry found that the invoices were consistent with the child's signed enrolment agreement and that the fee structure did not breach funding rules. No further action required.
The complainant alleged that a behaviour management plan the service put in place for a child was not necessary and that the service unfairly cancelled the child's enrolment agreement.	Investigated	Not Upheld	The Ministry reviewed the child's behaviour management plan and documentation about how the service had supported the child, including independent observations of staff interactions with the child. The Ministry did not find any regulatory breaches. And no further action was required.
Complainant is unhappy about marks on her child's leg which she believes to be slap marks.	Investigated	Not Upheld	The Ministry found the service had comprehensive documentation to confirm their assessment that the child had received the marks while trying to climb out of a cot. The complainant subsequently accepted this explanation and no further action was required.
The complainant reported that the service did not allow a child to stay longer than the service's licensed hours of operation during a family emergency.	Investigated	Not Upheld	The Ministry found the complaint concerned requests for private care arrangements outside of the regulated hours. The complainant was referred to the service's complaints process.
Complainant alleges that the service employed a cleaner that had a conviction for sex offending.	Investigated	Not Upheld	The Ministry worked with NZ Police and established that the staff member in question had been involved in an incident where they were discharged without conviction. The staff member resigned from the service as a result of the complaint. The service reviewed and strengthened their child protection policy.
The complainant alleged that the service was not meeting adult to child ratio requirements.	Investigated	Not Upheld	The Ministry found that the ratios were met at all times, and the service operated above the required ratios. No further action was required.
The complainant alleged that adult to child ratios were not met, poor hygiene practices resulted in the spread of illness, and bedding was not adequate.	Investigated	Not Upheld	The Ministry found the service to be meeting ratio requirements, with sufficient qualified teachers. The Ministry also reviewed the service's health and safety practices, managing outbreaks of illness, communication, and sleep spaces and found these also to be compliant with requirements. No further action was required.
The complainant alleged that a staff member had hurt a child through rough handling; there was inadequate supervision; children had left the premises unattended; and children were sometimes not fed.	Investigated	Not Upheld	The Ministry notified NZ Police and Oranga Tamariki and immediately suspended the licence while an investigation was carried out. NZ Police investigation did not substantiate the allegations however the service's licence was subsequently cancelled as the service ceased operating.
The complainant alleged that a child was left in a van for several hours, children had left the service unnoticed, and that inappropriate behaviour management practices were used by some teachers.	Investigated	Not Upheld	The Ministry found the service provider worked with complainant to investigate and resolve the concerns. No breaches were evident and no further action was required.
The complainant alleged that a staff member had physically and emotionally abused children at the service.	Investigated	Not Upheld	The Ministry notified Oranga Tamariki immediately, and placed the service on a provisional licence while a multi-agency investigation was carried out by the Ministry, Oranga Tamariki, and NZ Police. The teacher was stood down while the investigation took place, and parents were notified by letter about the investigation. The Ministry required the service to review its safety checking and human resource management policies. NZ Police did not proceed to prosecution and closed the investigation. The service was returned to a full licence.
A parent complained that a teacher at the service had ignored their instructions to keep their child indoors for the day.	Investigated	Not Upheld	The Ministry provided advice and guidance to both parties to support a resolution. The parent decided to remove the child from the service. The Ministry provided the parent with information about other services available in the area.
The complainant alleged that a service employee had physically abused their own adult children in the past. The employee did not work with children at the service.	Investigated	Not Upheld	The Ministry investigation found that the employee had an up to date clear NZ Police vet, and requested a follow up Police vet which was also clear. In addition, the service confirmed that the employee did not have any unsupervised contact with children. The Ministry determined that no further action was required as any risk to children was removed.
The complainant alleged that the service had not adequately managed the inappropriate behaviour of a child towards other children at the service. As a result the complainant's child was anxious about attending the service.	Investigated	Not Upheld	The Ministry reviewed the service's related documentation including the service's child protection policy. The Ministry found that the child protection policy met licensing requirements and the service had informed the Ministry of the child's behaviour at the time, and had acted to protect the safety and wellbeing of the children at the service. The Ministry provided advice and guidance to the complainant about additional support available for the child.
Complainant is concerned about how the service managed an incident involving inappropriate behaviour of a child towards other children.	Investigated	Not Upheld	The Ministry investigation found that the service had managed the incident in accordance with regulatory requirements including seeking advice and guidance from Oranga Tamariki. The family involved were offered further support through the Ministry's Learning support team to address resulting anxiety of complainant's child.
Complaint about how a service is managing a child's behaviour and poor communication with parent. The child was not allowed to go on an excursion due to their behaviour.	Investigated	Not Upheld	The Ministry found the service was working with the complainant to resolve the concerns. No further contact was received from the complainant.
Complaint that a teacher used inappropriate language around children.	Investigated	Not Upheld	Ministry investigation found that the complaint could not be substantiated but as a prior similar complaint had been received, the service provider initiated a formal employment/HR process. PLD was provided for the teacher concerned as well as the wider teaching team.
Complaint about the handling of a biting incident by another child. Parent not happy with how service managed incident. Also concerned at the safety of outdoor space following an accident.	Investigated	Not Upheld	Ministry investigation found that the service had managed the biting incident in line with regulatory requirements and recommended changes to the outside area in question to improve safety.

Complaints Summary	Investigation	Final Outcome of Investigation	Explanatory Notes
Anonymous complaint about application of 20 Hours ECE by service.	Investigated	Not Upheld	Complainant referred back to service's complaints process. Service reminded of 20 Hours requirements and agreed to offer 20 Hours ECE for child.
Complaint allegations of chairperson shouting at teachers and teachers arguing in front of children. Parent withdrew child from the service and noted that other children and staff were leaving.	Investigated	Not Upheld	The Ministry found that the complainant was working with the governing board to resolve concerns. No further contact was received from the complainant.
Complaint that an educator had a prior history of smacking children while working for another service provider.	Investigated	Not Upheld	Ministry investigation found the service provider had completed all required safety checking prior to employing educator and allegations of prior history of smacking were unsubstantiated.
Concern about how a complaint was managed particularly in terms of providing information on the complaints procedure and keeping the complainant updated.	Investigated	Not Upheld	Ministry reviewed the service's complaints procedure and parent complaint form. Advice and guidance was provided about making the policy available to parents.
Complainant had concerns about fees, enrolment process, communication with parents, and ratios	Investigated	Not Upheld	The Ministry found the service was working with the complainant to resolve the concerns. No further contact was received from the complainant.
Complaint about high staff turnover following a change in management, health and safety issues (temperature, handwashing) and concerns over fees charged.	Investigated	Not Upheld	Ministry found there were no breaches to regulations and no further action was required.
Complaint about a child's enrolment being cancelled due to frequent absences.	Investigated	Not Upheld	Ministry reviewed relevant documentation and referred complainant to service's complaints process.
Complaint about 20 Hours ECE and dual enrolment.	Investigated	Not Upheld	Ministry reviewed relevant documentation and provided advice and guidance on clearer communication with parents. Complaint was resolved between the service and the parent.
Complainant concerned about hygiene practices (storage of dummies) as well as lack of learning stories.	Investigated	Not Upheld	Complainant resolved the issue with the service and withdrew their complaint.
Complaint about mistreatment of a child with additional learning needs and other employment concerns.	Investigated	Not Upheld	Ministry investigation found no evidence of mistreatment and no further action was required.
Complainant alleged that a child was smacked at the service.	Investigated	Not Upheld	The Ministry found that the service worked with the NZ Police and Oranga Tamariki in response to the allegations. The investigation found no evidence to substantiate allegation. The complainant was issued with a trespass notice due to disorderly behaviour and harassment.
Complainant concerned about qualifications of staff at a service.	Investigated	Not Upheld	Ministry contacted service and requested list of teachers and their qualifications and the staffing roster. Information was checked and found to be correct.
Complainant concerned about transparency of use of government funding and other governance and administration requirements.	Investigated	Not Upheld	Ministry provided advice and guidance and referred the complainant to the services complaints process. The complainant was invited to get back in touch with the Ministry if concerns were not resolved.
Complainant unhappy about how service managed their child's behaviour, including communication with the parent.	Investigated	Not Upheld	Ministry reviewed relevant documentation and was satisfied with the service response. The service reviewed their practices and some improvements in response to the complaint.
Complainant concerned at how an educator talked to the children. Also concerned about ratios.	Investigated	Not Upheld	The Ministry investigation found no evidence of a breach. The service has since had a change of ownership.
Complainant unhappy about a child's enrolment being reduced after absences relating to illness.	Investigated	Not Upheld	Service was following frequent absence funding rule. A meeting was held to discuss options for the complainant's child. Complainant was informed of the frequent absence funding rule and potential options for her child.
Complainant alleges potential fraud and curriculum issues.	Investigated	Not Upheld	Ministry investigation found no evidence of fraud and no further action was taken.
Complainant is unhappy with how the service managed a child's injury.	Investigated	Not Upheld	The Ministry found the service had followed satisfactory policies and procedures in line with regulatory requirements and no further action was required.
Complainant alleges aggressive behaviour of a new staff member at the service.	Investigated	Not Upheld	The service conducted an investigation of the incident but could not substantiate the allegations. All staff were spoken to in relation to standards and obligations and additional monitoring was put in place.
Complainant unhappy about how an incident between two children was managed and how it was communicated with her.	Investigated	Not Upheld	A meeting was held with the service where an incident report was provided to the Ministry. The report was clear and had been signed by the complainant. The Ministry was satisfied with how the service managed the issue.
Complainant is concerned about a child being afraid of the service's bus driver.	Investigated	Not Upheld	An investigation of the complaint found no evidence of inappropriate behaviour on the part of the bus driver and no further action was taken.
The complainant expressed concerns of having visitation rights removed from service without documentation.	Investigated	Not Upheld	The Ministry contacted the service regarding the documentation. The legal document was supplied and no further action was required.
The complainant is concerned about an educator's behaviour with children.	Investigated	Not Upheld	All documentation was reviewed and an investigation of the service completed. The Ministry determined that no further action was required as no concern or risk was evident.
The complainant was concerned about the lack of consultation with parents about changes in the organisation.	Investigated	Not Upheld	The Ministry contacted the organisation regarding the complainant's concerns. The Ministry determined there was no risk or concern evident and no further action was needed.

Complaints Summary	Investigation	Final Outcome of Investigation	Explanatory Notes
The complainant was concerned with the lack of consultation with parents about the changes in the organisation.	Investigated	Not Upheld	The Ministry contacted the organisation regarding the complainant's concerns. The Ministry determined there was no risk or concern evident and no further action was needed.
The complainant was concerned that the service was not passing on the 20 hours savings on to parents.	Investigated	Not Upheld	Ministry did not find any breaches to regulations or funding rules and complainant subsequently advised of outcome. No further action was required.
The complainant is concerned about the service allowing a non-family member to visit a child.	Investigated	Not Upheld	The Ministry advised the complainant that if the visitor poses an immediate threat, they should contact NZ Police. The Ministry provided advice and guidance to the service regarding ECE policies.
The complainant is unhappy with fees incurred from the service.	Investigated	Not Upheld	The Ministry referred the complainant to the service's complaint procedure and provided advice and guidance to support resolution.
The complainant is concerned that the service is cutting, drilling and removing asbestos panels from the roof of the service.	Investigated	Not Upheld	The Ministry found the only maintenance being conducted was routine gutter cleaning. The Ministry determined no further action was required.
Complainant concerned that the service did not communicate with them about needing additional support for their child with complex learning needs. The service informed Oranga Tamariki they may need to exclude or reduce the child's hours if additional support wasn't available.	Investigated	Not Upheld	The Ministry and Oranga Tamariki worked with service provider and agreed on additional support to enable the child to continue attending the service with the support needed.
The complainant witnessed an educator roughly handle a child and expressed concern about the opening hours of the service.	Investigated	Not Upheld	The Ministry investigation found the allegations were unable to be substantiated and no other breaches were identified. No further action was taken.
The complainant stated they didn't have any confidence in the way their organisation managed their internal processes.	Investigated	Not Upheld	In the period from lodgement the complainant became a board member so this became a conflict of interest. The complainant withdrew the complaint.
The complainant was unhappy that information about their children was shared with another government agency.	Investigated	Not Upheld	The Ministry found the service was working with the complainant to resolve the concerns. The complainant was advised to get back in touch with the Ministry if their concerns were not resolved.
The complainant was concerned the service was not meeting ratios and children of all ages were in the same room together.	Investigated	Not Upheld	The Ministry reviewed roster and attendance records and found the service to be meeting ratio requirements at all times.
The complainant was concerned about an employee at the service. The complainant was also concerned about a potential breach in privacy.	Investigated	Not Upheld	The Ministry provided the complainant with information about the Vulnerable Children Act and found the service had resolved the concerns with the complainant.
The complainant was concerned about the service's restructure and employment of a new employee.	Investigated	Not Upheld	The Ministry provided advice and support to the governance group. Employment issues were resolved.
Complainant is unhappy that the service asked her to change her child's enrolment hours due to absences.	Investigated	Not Upheld	The Ministry spoke with the service and suggested alternative methods of recovering debt in relation to the complainants account. No further action required.
Complainant concerned that the service is breaching ratios, Person Responsible requirements, First Aid requirements and maximum numbers for under 2's is impacting on the safety and wellbeing of children.	Investigated	Not Upheld	Ministry investigation found service to be operating in accordance with regulatory requirements and no further action required.
Complainant concerned as child has been injured multiple times and no incident report has been provided by the service.	Investigated	Not Upheld	The Ministry found the service had investigated the child's injuries in consultation with Oranga Tamariki. The Ministry was satisfied that the service was responding to the situation in line with regulatory requirements and the child continued to be monitored.
Complainant is concerned about fees being charged.	Investigated	Not Upheld	The Ministry contacted the service and discussed how they structure their fees. The Ministry was satisfied that the structure of the fees met Funding Rules. The complainant changed the hours their child attended the service and made an arrangement for debt owed.
Complainant concerned that they have been trespassed from the service over a dispute with the service.	Investigated	Not Upheld	The Ministry found the service was working to resolve the dispute. No further contact was received from the complainant.
Complaint alleges that an educator is under the influence of drugs, and that the educator is falsifying enrolments.	Investigated	Not Upheld	The educator was immediately stood down pending an investigation. A referral was made to Oranga Tamariki. The allegations were found to be unsubstantiated but the educator chose to resign from the service.
Complainant concerned that child is not allowed to return to the service with a doctor's note clearing the child of infection. Alleges that child is being blamed for spread of infection.	Investigated	Not Upheld	The Ministry found the service had resolved the concerns of the complainant.
Complaint about inadequate sleep provision for a child.	Investigated	Not Upheld	The Ministry found the service had resolved the complainants concerns. No further correspondence was received from the complainant.
Complainant alleged force feeding of children, use of inappropriate language in front of children and rough handling of children. Concerned about teacher led curriculum and food provision.	Investigated	Not Upheld	The allegations and concerns were historic at the time the complaint was received. The Ministry investigated and found the new staff at the service engaging positively with children, and that adequate food provision was in place.
Complainant alleged staff member at service smacked child on multiple occasions.	Investigated	Not Upheld	Oranga Tamariki and Police led an investigation into the allegations. The investigation did not substantiate the allegations. The service was placed on a provisional licence while the investigation took place. The Ministry

Complaints Summary	Investigation	Final Outcome of Investigation	Explanatory Notes
			reviewed the Child Protection Policy and relevant documentation and found no risk to children. The service subsequently closed for unrelated reasons.
Complainant was concerned that they were being charged for 20 Hours ECE.	Investigated	Not Upheld	It was determined that the service was not charging for 20 Hours ECE. Advice and guidance was provided to the service on having a transparent fee schedule.
Complainant alleges multiple instances of ill treatment and mishandling of children, and staff bullying by management.	Investigated	Not Upheld	Ministry investigation found no evidence to substantiate allegations but is continuing to monitor this service with regular visits.
Complainant alleges work place bullying at a service is impacting on teaching practice.	Investigated	Not Upheld	Ministry Investigation did not identify any breaches and found that the service provider worked with appropriate agencies to resolve staff conflict and ensure the safety and well-being of children.
Complainant concerned about the cleanliness of the service.	Investigated	Not Upheld	The Ministry investigation did not identify any breaches.
Complainant has a number of concerns in relation to Health and Safety.	Investigated	Not Upheld	Ministry investigation found the service had responded to the complainant directly in relation to all concerns. The Ministry also visited the service and recommended some areas for review. Complainant happy with outcome.
Complainant is concerned with a teacher allegedly force feeding a child.	Investigated	Not Upheld	The Ministry reviewed applicable documentation from the service and the service completed a number of reviews. A follow up email was received from the complainant explaining that their concerns may have been misplaced.
Complainant concerned about toileting and meal time practice.	Investigated	Not Upheld	Ministry found service practice appropriate and no breaches were identified. Communication gap with parents was identified and remedied and no further action was required. Complainant confirmed they had no other issues with the service.
Complainant concerned about being charged while service is closed for renovations.	Investigated	Not Upheld	The Ministry found the service was not charging during times that the service is closed. No further action required.
Complainant raised concern about supervision of children and lack of information to parents after a child was bitten by another child.	Investigated	Not Upheld	The Ministry visited the service and is satisfied with the supervision plan and response to complainant's concerns. Service provider involving parents in review of communication processes.
Parent advocate contacted the Ministry in relation to concerns about a child being excluded from a service with no warning.	Investigated	Not Upheld	Advice provided and Ministry requested further documentation. No further correspondence was received from the advocate or the parent.
Complainant is concerned with the unprofessional behaviour of the centre manager.	Investigated	Not Upheld	The Ministry investigated the complaint and is satisfied with the response from the service. The complainant could not be updated as their contact number was inactive.
Complainant unhappy with incorrect diagnosis of chicken pox when child in fact had insect bites.	Investigated	Not Upheld	No further correspondence was received from the complainant so the Ministry was unable to complete the investigation.
Complainant concerned about supervision of children.	Investigated	Not Upheld	The Ministry reviewed all applicable documentation from the service and was satisfied that the service was meeting regulatory requirements.
Oranga Tamariki informed us of concerns raised with them in relation to historical allegations about someone who is involved in a service.	Investigated	Not Upheld	The Ministry visited the address. The address was part of a service that had its licence cancelled in 2016. Person living at the address does look after some children from time to time but not as part of a licensed ECE service. Information fed back to Oranga Tamariki.
Complainant concerned about policies for supervision, accident recording, food, toilet training, and teacher and child interaction.	Investigated	Not Upheld	The Ministry reviewed all applicable policies from the service did not identify any breaches or concerns. No further action taken.
Complainant unhappy with administrative management and feels the service has defamed her to a prospective parent.	Investigated	Not Upheld	The Service has been provided with professional development support to strengthen their management practices and continues to be monitored as part of an existing provisional licence.
Complainant is unhappy at a lack of information in relation to an injury that required their child needing to go to hospital. They are also concerned about the ratios at the service.	Investigated	Not Upheld	The Ministry reviewed all relevant documentation and found the service had followed appropriate processes in responding to the incident. The service reviewed their supervision plan and strengthened communications with the parents.
Complainant unhappy about the quality of education being provided and the attitude of the service's centre manager.	Investigated	Not Upheld	The Ministry found a meeting was arranged between the complainant and the service to resolve the concerns. No further contact was received.
Complainant concerned about tools being in a place that children can access.	Investigated	Not Upheld	The service had already responded to the concern and reviewed how it managed its carpentry area. Repeated attempts to contact the complainant to inform them of the response were unsuccessful.
Complainant alleges home does not have a code of compliance.	Not Investigated		Ministry found allegations were not substantiated. No further contact was received from complainant.
Complainant is unhappy with enrolment processes.	Not Investigated		Complainant was contacted for further information to enable follow-up but did not respond.
A Service did not give the complainant information requested in relation to their child.	Not Investigated		Complainant advised to contact the service to follow their complaints process. The service indicated that they were in contact with the complainant to resolve the matter.

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Complainant is unhappy with the level of communication from the service.	Not Investigated		Complainant was provided with licensing information and organised a meeting with the service. No further action was needed.
Complainant unhappy with how the service provider managed staff.	Not Investigated		The Ministry provided the complainant with information relating to employment matters. The complainant confirmed she would contact her union and get back in touch if she wished to continue with the complaint. Nothing further was received.
Concerns raised about cameras operating in service.	Not Investigated		Information was provided to the complainant to help them raise their concerns with the service provider. No further action was required.
Complainant concerned about payments owed to service.	Not Investigated		The complainant was advised to request fee information and invoices from the service and to contact the Ministry if there were any problems with what they received. Nothing further was received.
Complainant concerned about service's emergency procedures.	Not Investigated		Service was not identified so complaint could not be followed up.
Complainant concerned at how a service was managing hygiene after arriving and finding child had soiled themselves and had not been changed.	Not Investigated		The Ministry found the service was working to resolve the issue with the complainant.
Complainant had concerns about fees.	Not Investigated		The Ministry advised the complainant to follow the service's complaints procedure. No further contact was made from complainant.
Complainant alleges they were the subject of inappropriate conversations by staff at the service.	Not Investigated		The complaint was directed to the service provider for investigation and no further action was required.
Complainant concerned about incident between two children at service.	Not Investigated		The Ministry contacted the service but did not have enough information to progress the investigation. The service provided assurance they will contact Ministry if complainant expresses concerns in future. The Ministry could not follow up with complainant as they had not provided any contact details.
Complainant unhappy that service continued to charge fees while the service was closed due to a public holiday.	Not Investigated		Ministry provided information to support the complainant raise their concerns directly with the service provider in the first instance. The complainant was invited to get back in touch with the Ministry if further support was needed and if the complaint was not addressed adequately through this channel.
Complaint about a false legal disclosure by the service about the behaviour of a child involved in a custody arrangement.	Not Investigated		Ministry referred the complaint to the service provider who investigated. The allegations were not substantiated.
Complaint about 20 Hours ECE.	Not Investigated		The Ministry provided information to the complainant who worked with the service to resolve.
Complainant concerned about service food policies, managing challenging behaviour, transition policies and relationship management.	Not Investigated		Complainant was supported to raise their concerns directly with the service provider. The service managed the complaint directly with the complainant and no further action was required.
Complainant concerned at alleged poor communication of service with parents and general cleanliness of service.	Not Investigated		Ministry referred complainant to service's complaints procedure and the service managed the concerns directly with the complainant. No further action was required.
The complainant alleged a staff member passed on personal information, an injury to a child was not reported, there were not enough qualified teachers at the service, and that the complainant was overcharged for their child's notice period.	Not Investigated		The Ministry provided advice and guidance to the complainant to support them in raising their concerns directly with the service. The complainant did not want the Ministry to follow-up their complaint with the service and made no further contact.
Complainant raised concerns in relation to the front gate of the service.	Not Investigated		The complainant was advised to follow the service's complaints process and contact us if the issue was not resolved. No further correspondence was received from the complainant.
Complainant is concerned with high fees.	Not Investigated		The complainant was referred back to the service to follow their complaints process. We received no further correspondence from the complainant.
The complainant alleged that adult to child ratios were not met at all times, and inadequate management of a child's allergies.	Not Investigated		The Ministry provided advice and guidance to the complainant. The complainant was advised to follow the service's complaints process and if still not satisfied to contact the Ministry again. No further correspondence was received from the complainant.
The complainant was not satisfied with the service's communication about her child's behaviour, and subsequent exclusion of the child from the service.	Not Investigated		The Ministry provided advice and guidance to the complainant about learning support and an inclusive curriculum. The complainant met with the service manager to discuss and resolve her concerns.
The complainant was concerned that the service was not welcoming to his wife and their child, and excluded the child from group activities.	Not Investigated		The Ministry provided information and advice to the complainant and advised the complainant to follow the service's complaints process.
Complainant concerned about her child being hit by another child and is unhappy with the service's response to the behaviour.	Not Investigated		Complainant advised to follow services complaints process and contact the Ministry if the issue was not resolved.
Complaint about service's behaviour management processes after a child was scratched by another child.	Not Investigated		Ministry referred the complainant to the services complaints process and discussed behaviour management approaches with the service.
Complaint about a child's enrolment being cancelled.	Not Investigated		Ministry referred the complaint back to the service's complaints process. Service also contacted the Ministry to confirm they were managing complaint.

Complaints Summary	Investigation	Final Outcome of Investigation	Explanatory Notes
Complaint about health and safety concerns relating to supervision, including an incident where a child left the premises without the knowledge of staff.	Not Investigated		Ministry found no breaches evident but SELO PLD was provided to strengthen supervision management.
Complainant concerned about ratios.	Not Investigated		The complainant was advised to follow service complaints process. Complainant was happy to raise the issue with the service and was invited to contact the Ministry if the issue could not be resolved. Nothing further was received.
Complainant concerned with how service is managing children's behaviour.	Not Investigated		Complainant provided with information about behaviour management programmes and advised to raise concern with service. Nothing further received.
Complaint about the suitability of two teachers at a service due to inexperience.	Not Investigated		Complainant was referred to the service's complaints process and invited to come back to the Ministry if concerns remained unresolved.
Complainant concerned with behaviour management at a service and poor communication with parents.	Not Investigated		The Ministry contacted the service to inform them of the complaint. The complainant did not provide any details so could not be contacted for follow up.
Complainant concerned about high turnover of staff following change of ownership.	Not Investigated		Ministry referred the complainant to service's complaints process and invited to come back to the Ministry if they are not happy with response. There was no further contact from complainant.
The complainant does not agree with the service's practise regarding notifiable diseases.	Not Investigated		The Ministry referred the complainant to the service's complaints procedure and reviewed the service's policies regarding notifiable diseases. The Ministry was satisfied with the service's response which was in line with Ministry of Health guidelines.
A child received a black eye at the service. The complainant didn't agree with the incident report from the service.	Not Investigated		The Ministry found the complainant had worked with the service to resolve the complaint.
Complainant is unhappy at how their child is described in a learning support referral form.	Not Investigated		The complainant was advised to follow the service's complaints procedure and contact the Ministry if the issue was not resolved. No further correspondence was received.
The complainant alleged that their child was handled roughly by an educator at service.	Not Investigated		The Ministry met with the complainant and they were referred to the service's complaints procedure. The complainant was advised to get in touch with the Ministry if unsatisfied with their response. No further correspondence was received.
Complaint relates to custody related relationship issues between a parent and grandparent. Parent is a staff member at the service child attends.	Not Investigated		Complainant referred back to the service provider to follow their complaints process and resolve at service level. No further action by the Ministry was required.
Complainant unhappy about a teacher passing on information about a child to a parent who was not allowed access to the child.	Not Investigated		The complainant was supported to raise their concerns directly with the service provider as this was an employment matter.
Complainant concerned about behaviour of some children at the service.	Not Investigated		The Ministry advised the complainant to follow the service's complaints procedure and contact the Ministry if the issue was not resolved. No further correspondence was received.
Concern raised that the service did not inform parent about an apparent accident resulting in a red mark on child's head.	Not Investigated		Ministry provided advice to support parent raise their concerns with the service. Parent did not want to make a formal complaint but agreed to contact the Ministry if they wanted further follow up. No further contact from parents was received.
Complainant alleges that the service is not cleaned properly after people consume alcohol at the service outside of licensed hours.	Not Investigated		The service informed the Ministry that they were unaware of any gatherings and that there may have been confusion in relation to social media posts. The complainant was asked to follow the service's complaints process and copy the Ministry in to the correspondence. No further correspondence was received.
Complainant has concerns about the fees being charged by the service.	Not Investigated		The parent resolved the matter with the service.