**Complaints Process & Procedure**

The General Manager (Cathi) will keep the Board informed of any verbal complaints received.

Wherever possible the requests of parents will be incorporated in programme planning and design.

Where possible, a mutually agreeable outcome will be sought

**Board Chair**

Denise: LifeKidzBOT@lifekidz.org.nz

Further complaints must be made in writing and must contain details of the grievance and desired outcomes.

**General Manager**

CATHI: 027 238292 cathi@lifekidz.org.nz

The General Manager (Cathi) and Board of Trustees committee will respond to the complaint within 14days.