



Education Council Complaints Policy

When to make a complaint?

1. Any concerns about a service provided by the Education Council should first be addressed to the manager of the area concerned – that is to the:
 - Chief Finance Officer,
 - Chief Operating Officer,
 - Communication Manager,
 - Manager Customer Service,
 - Manager Innovation and Collaboration,
 - Manager Policy and Implementation,
 - Manager Professional Responsibility,
 - Manager Registration, or
 - Manager Teacher Education.
2. If the complaint regards the Manager of the area of concern, then the complaint should be addressed to the Deputy Chief Executive or General Manager Professional Services. Where the complaint concerns the Deputy Chief Executive, or General Manager Professional Services it should be addressed to the Chief Executive.
3. You can make a complaint to the Education Council if:
 - you believe the issue has not been adequately addressed by the staff member you have been dealing with,
 - you are unsatisfied with the way the complaint has been dealt with, or
 - there are any other exceptional circumstances.

Who can make a complaint

4. A complaint can be made by:
 - A teacher
 - An employer of a teacher – e.g. Principal, Early Childhood Service Owner/Manager
 - Other user of the Education Council services



How to make a complaint

5. A complaint may be made in any written form to the Education Council.

Postal address:

Education Council of Aotearoa New Zealand
Attention: Manager concerned (see section 1)
PO Box 5326
Wellington 6011

Email:

enquiries@educationcouncil.org.nz

Attention: Manager concerned (see section 1)

6. The complaint must include:
 - the complainant's full name and contact details
 - details of the complaint
 - any action that has been taken by Education Council staff
 - the outcome you would like to see.

Outcome

7. The Education Council will respond to the complaint (in writing) within 20 working days.
8. If the complainant is still not satisfied with the outcome of their complaint then they should write directly to the Chief Executive (chief.executive@educationcouncil.org.nz) with the reasons that they feel that their complaint has not been handled correctly.
9. If the complaint is against the Chief Executive or if the complainant is still not satisfied with the outcome of their complaint, they should write to the Chair of the Board of the Education Council at the address on the members section of the Education Council website.

