



## Summary Table – 2018 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 complaint. 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.

### Complaint Upheld

A complaint is upheld when, after investigation, it is found that regulated standards have not been met by the service or the Ministry considers improvement is required in a particular area related to the complaint.

Sometimes a complaint is 'not upheld', but when investigated other issues are identified and appropriate actions are taken. The Ministry is obligated to follow up on all regulatory breaches identified during an investigation, as it is the responsibility of every licensed early learning service and certificated playgroup to comply with all regulated standards to obtain and maintain a licence.

### Action Summary

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,
- didn't involve the Ministry, because the service or another agency could respond more appropriately.

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

### Notifications

We report on notifications made to other agencies, such as WorkSafe, Oranga Tamariki and the Teaching Council.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complaint about how a service managed an incident at the service where a child broke their foot and hurt their head. Complainant unhappy with the service investigation which found that procedures were followed.	Investigated	Upheld	A Ministry investigation identified a number of breaches. The service was placed on a provisional licence. All conditions were met within the timeframe and the service has since returned to a full licence.
Complaint that a child's portfolio was not given to the parents on the child's last day.	Investigated	Upheld	The Ministry investigation found the service resolved this concern directly with the complainant. The service reviewed all relevant policies and processes with the teaching team to ensure consistent practice in the future.
Complainant alleged service neglected to follow toileting procedure and communicate behavioural concerns to parents. Complainant also concerned about an incident notification made by the service to Oranga Tamariki.	Investigated	Upheld	The Ministry investigation found improvements were needed in the service's communication with parents. The service and complainant agreed to a plan to manage their relationship and improve communication about the complainant's children.
Complainant unhappy about the response they received from the service following concerns raised about the closure of the infant space.	Investigated	Upheld	The Ministry required the service to return to their previous structure until all licensing criteria could be met and parents were adequately consulted and communicated with.
Complainant was concerned at how service managed the learning needs of a child and lack of support for the child's transition to school.	Investigated	Upheld	The Ministry facilitated a meeting between the complainant and the service and agreed an approach to better support the child.
Complainant was unhappy with the service's response to a complaint they made about how the service approached a behavioural management issue.	Investigated	Upheld	The Ministry investigation found that the service had strengthened practices and processes in relation to their curriculum, positive learning outcomes and environments, communications with parents, and privacy.
Complainant alleged that a child was restrained by a teacher as a behaviour management strategy. The complainant was also unhappy that teaching staff did not intervene in an altercation between the complainant and another parent.	Investigated	Upheld	The Ministry found that the service had conducted a comprehensive review in response to the complaint. A performance improvement plan was put in place for the staff member concerned as well as support provided to the wider teaching team on working with parents/caregivers.
Complainant concerned about how an accident was managed involving a child sustaining a broken wrist, grazes and bruising. The service did not notify the parent of the accident or seek medical help for the child.	Investigated	Upheld	The Ministry investigation resulted in the service removing a climbing frame to mitigate the risk of future accidents occurring. The complainant was satisfied with the outcome.
Complainant concerned with how a service managed an incident of sexualised play and communicated it to parents. The complainant has made a referral to Oranga Tamariki.	Investigated	Upheld	The Ministry investigation resulted in a supervision plan being implemented to address areas requiring improvement.
Complainant concerned about how an accident was managed when a child broke their nose on playground furniture.	Investigated	Upheld	The Ministry investigation identified areas for improvement and these were remedied within agreed timeframes.
Complainant was concerned about how a service managed an incident involving sexualised play and communicated it to parents. The complainant has made a referral to Oranga Tamariki.	Investigated	Upheld	The Ministry investigation found improvements were needed and a plan was developed to address areas of concern.
Complainant unhappy how the service managed incidents of sexualised play between children, including providing reports that make the victims identifiable.	Investigated	Upheld	The Ministry investigated the complaint and identified areas for improvement. These improvements were made promptly by the service.
Complainant had multiple concerns about a service including poor management, inadequate sleep provision, nappy changing procedures, behaviour management practices, and supervision concerns.	Investigated	Upheld	The Ministry found some health and safety aspects that could be improved. These were managed through ongoing monitoring.
Complainant concerned with how service dealt with an incident involving the rough treatment of a child and poor management of the subsequent complaint.	Investigated	Upheld	The Ministry investigated and required the service to monitor the teacher in question, strengthen child protection policies as well as improve relationship management practices with parents.
Complainant concerned about poor management of a complaint relating to bullying, intimidation and confidentiality.	Investigated	Upheld	An investigation found areas of communication with parents needed to be improved. The service reviewed and updated relevant policies.
Complainant is concerned about how the service is managing 20 hours ECE and a lack of response to their complaint resulting in the child being removed from the service.	Investigated	Upheld	The Ministry provided the complainant with advice and guidance and required the service to update its enrolment information in line with 20 hours ECE requirements.
Complaint about an argument between the complainant and a staff member. The argument was about the presence of a cat in the outside space and its removal by the complainant to a vet. The argument took place in front of children. Complainant removed their child from the service.	Investigated	Upheld	The Ministry investigated and reviewed relevant policies. The staff member was dismissed following the service's own investigation.
Complainant concerned that service is operating without enough qualified teachers and first aiders at all times.	Investigated	Upheld	The Ministry found discrepancies in staffing documentation and worked with the service to ensure regulated ratios and qualification requirements were met.
Complainant is unhappy with how a service managed a number of incidents where their child bit other children. There was poor communication and behaviour management practices. Complainant also had concerns about the response from the service when complainant approached them about the incidents.	Investigated	Upheld	The Ministry investigation identified concerns and the service was placed on a provisional licence. The service was also provided with SELO PLD to improve their practices.
Complainant has concerns about the use of candles at the service.	Investigated	Upheld	The service established a procedure for candle use and added checks of candles to their daily hazard checklist.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant alleged a child was physically restrained and spoken to in a derogatory manner.	Investigated	Upheld	The Ministry investigation identified that while the service was not in breach of regulatory standards there were improvements that could be made. The Ministry required the service to communicate positive guidance processes and child protection policies across the service.
Complainant concerned about a range of concerns, including historical complaints regarding physical and verbal abuse occurring at the service, a lack of response from the service provider, concerns with ratios and pay rates for staff.	Investigated	Upheld	The Ministry investigation was unable to substantiate the historical allegations but did identify a number of issues that were required to be addressed. These were subsequently remedied within agreed timeframes.
Complainant concerned with poor supervision of children while climbing in an outside area that is not well maintained. Complainant also concerned that the service is not appropriately staffed.	Investigated	Upheld	The Ministry investigation identified areas requiring improvement and provided guidance to the service. The service implemented changes. No further action was required.
Complainant concerned that food was withheld from their child as a strategy for managing behaviour.	Investigated	Upheld	The Ministry and the service investigated the complaint and a review was undertaken of the service's policies and procedures. Following the service's investigation the teacher concerned was provided mentoring and was subject to performance management. The Teaching Council were notified of the complaint. SELO PLD has been provided to the service, which continues to be monitored.
Complainants raised concerns about staffing, supervision, lack of staff cover and concerns with governance and management.	Investigated	Upheld	The Ministry investigation identified breaches to regulations and the service was placed on a provisional licence. SELO PLD was put in place to help strengthen practice. The Ministry continues to monitor the service's progress towards meeting the provisional licence conditions.
Complainant advised that there was no service provider contact and details on the licence were incorrect.	Investigated	Upheld	The Ministry established that the current service provider contact was on leave. A new contact was provided to the Ministry and the licence was amended to reflect the change.
Complainant concerned about a service's unsecured gate.	Investigated	Upheld	The Ministry investigated the complaint and required the service to take a range of actions, including securing the gate, improving signage and strengthening hazard checking practices.
Complainant concerned about the quality of support a service provided to a child with additional learning needs. Complainant also raised concerns about how the service communicated with the child's family.	Investigated	Upheld	The Ministry reviewed all relevant documentation and required the service to make improvements to their policies and procedures. The Ministry continues to monitor the service.
Complaint about an excursion that the complainant considered to be dangerous.	Investigated	Upheld	The Ministry reviewed documentation regarding excursions and provided advice and guidance on better excursion processes and risk assessment. The service subsequently implemented changes.
Complainant concerned about the lack of a toilet door and the impact of this on children's privacy.	Investigated	Upheld	The Ministry investigated the complaint and the service fixed the door to the Ministry's satisfaction. No further action required.
Complainant has concerns about behaviour management practices, recording of incidents, application of first aid, and engagement with children whose first language is not English.	Investigated	Upheld	Following an investigation the Ministry identified a number of breaches and the service was issued a provisional licence. The Ministry continues to monitor the service's progress in meeting the conditions on the provisional licence.
Complainant witnessed a teacher push their child onto the mat to sit down for mat time.	Investigated	Upheld	The Ministry investigated the complaint and the service completed an assessment of the incident. The service has agreed to provide the teacher concerned with PLD to support them to work positively with younger children. The complainant was satisfied with the outcome.
Complainant alleged that they found a child from the service outside on the road.	Investigated	Upheld	A Ministry investigation found a number of breaches resulting in the service being issued a provisional licence. The breaches were addressed and the service was placed back on a full licence.
Complainant is not happy with how their concerns have been managed by a service including sexualised play, supervision, behaviour management practices, lack of accident notifications, fee concerns and teachers not knowing a child's name.	Investigated	Upheld	The Ministry investigated the complaint, reviewed the services policies and procedures and visited the service to observe the learning environment. Regulatory breaches related to management of accidents and behaviour were identified and have since been rectified by the service. No further action required.
Complainant concerned about child sustaining bruises while attending service, poor incident documentation practices and supervision.	Investigated	Upheld	Ministry investigation identified that the service had failed to follow incident procedures and that supervision and behaviour management practices required strengthening. The service was placed on a provisional licence to address areas of regulatory non-compliance and SELO PLD has been provided. The Ministry continues to monitor the service.
Complainant concerned about concrete in outside play area and insects at the centre.	Investigated	Upheld	The Ministry inspected the play area and reviewed relevant documentation. The Ministry found the outside area compliant but required the service to review some procedures. Pest control treated the service and found no evidence of insects.
Complainant alleged service had falsified records and raised concerns regarding the number of accidents that had occurred at the service. The complainant was also concerned about the service's ability to maintain ratios and manage workplace bullying.	Investigated	Upheld	The Ministry investigated the complaint and an audit was undertaken which identified that records had been altered. The Ministry has provided advice and guidance to the complainant on the process for managing workplace bullying. The Ministry found the service was meeting ratio requirements.
Complainant alleged that a staff member yelled at children and teachers. The complainant also alleged that the service did not meet ratios, required sick teachers to come to work, failed to complete daily hazard checks, did not deliver a full curriculum, and bullied teachers.	Investigated	Upheld	The Ministry found the staff member concerned had left the service in response to a formal disciplinary process which included a mandatory report to the Teaching Council. The Ministry worked with the service to remedy any related concerns and SELO PLD was provided.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant is unhappy with how a service managed a request for a child to continue attending the service beyond their 5th birthday. The service had requested the complainant to provide one on one support as the child has additional needs. The complainant considers that there was poor consultation and no agreement about how supporting the child would be managed. Complainant also alleges that there were no incident notifications.	Investigated	Upheld	An investigation found two breaches relating to parental consent and communication. The Ministry worked with the service to manage the breaches and to support the child.
Complainant alleged their child was grabbed and handled roughly and has been partially excluded due to behaviour issues.	Investigated	Upheld	Throughout the investigation multiple witnesses verified that the child was not grabbed or handled roughly. However the Ministry found that the teacher needed to better implement positive guidance strategies and the service implemented a development plan to support the teacher concerned.
Complainant alleges that attendance records were altered for funding purposes.	Investigated	Upheld	A Ministry investigation found all services linked to the service provider were in breach of the funding rules, all services were placed on monthly funding.
Complainant raised concerns about unsafe driving at pick up and drop off times at a service.	Investigated	Upheld	The service has undertaken an internal review at the Ministry's request and implemented changes to improve safety at vehicle exit/entry points. All parents have been reminded to drive safely when they enter/exit the service.
Complainant concerned that contact details for a child were for the wrong parents.	Investigated	Upheld	The Ministry required the service to review their policies and practices for managing personal information and changes to processes were made.
Complainant concerned that their child was hurt by another child at the service and requested that the other child's enrolment was cancelled.	Investigated	Upheld	The Ministry was satisfied that adequate support was in place to meet the child's needs and a referral was also made to Ministry learning support staff. Both families were involved in resolving the concern and the complainant was happy with the outcome.
Complainant raised concerns about babies crying throughout the day and the service not meeting adult:child ratio requirements.	Investigated	Upheld	The Ministry investigation found that the service was in breach of adult:child ratio requirements and was not implementing health and safety procedures related to sleep. The investigation also found other areas of regulatory non-compliance unrelated to the complaint. The service was placed on a provisional licence and continues to be monitored by the Ministry.
Complainant concerned that the service is not meeting ratio requirements. They are also concerned that unqualified staff are communicating with parents and changing nappies and concerned with the number of relievers being used, and that staff are stressed.	Investigated	Upheld	The Ministry investigation found no evidence of a ratio breach. However, a special condition was added to the service's licence requiring an additional staff member in addition to requirements to improve supervision given the layout of the service. Qualifications for required staff were in line with requirements. Relevant policies and procedures were reviewed. The Ministry continues to monitor the service.
Complainant is unhappy with the complaints process and the behaviour of the service's Board Chair.	Investigated	Upheld	The Ministry investigation resulted in the service making changes to their governance structure to ensure clarity of roles, responsibilities and processes.
Complainant raised concerns about fencing and a broken gate at a service.	Investigated	Upheld	The Ministry investigated the complaint and required the service to address the concerns. All issues were rectified.
Complainant unhappy with the service after her child and another child were found on a deck with no supervision.	Investigated	Upheld	The service reviewed their ratios and increased staff at the end of the day when the incident occurred.
Complainant unhappy with supervision at the service after her child came home with dirty nappies on numerous occasions.	Investigated	Upheld	The Ministry spoke with the service who agreed to extra nappy checking at the end of the day. The complainant was happy with the changes the service put in place.
Complainant is concerned with ratios and supervision of children.	Investigated	Upheld	The Ministry investigation identified breaches of ratios and person responsible, as well as other breaches, and resulted in the service being placed on a provisional licence. The Ministry continues to monitor the service's progress towards meeting the provisional licence conditions.
Complaint about a child over six years old attending a service and travelling in the van that provides transportation to and from the service. The van is often late picking up children from their homes, and inadequately supervised.	Investigated	Upheld	The Ministry confirmed with the service that children over six cannot participate in the service. No further action was required.
Complainant alleges multiple concerns including inappropriate food handling, ratios not being met, noise issues, supervision issues, and a lack of cleaning, poor food and high staff turnover.	Investigated	Upheld	The Ministry investigation identified a number of breaches. The service was placed on a provisional licence. SELO PLD was provided and the service continues to be monitored.
Complainant has multiple concerns regarding nappy changing, toilet training, staff yelling at children, attitude of staff, and staff qualifications.	Investigated	Upheld	The Ministry investigation found a number of breaches evident and the service was placed on a provisional licence.
Complainant concerned about a service's communication with parents, staff turnover, and a lack of supervision resulting in children having accidents.	Investigated	Upheld	The Ministry investigated the complaint and identified additional areas of regulatory non-compliance. Further monitoring visits were undertaken to ensure the service rectified all areas of concern and SELO PLD was put in place to provide ongoing support to staff. The service has now rectified all areas of concern raised by the complainant.
Complainant concerned about the service's management practices, specifically around rostering staff and leadership.	Investigated	Upheld	The Ministry investigation identified a number of issues at the service requiring improvement. SELO PLD was put in place and the service was monitored to ensure compliance.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant alleged a number of issues including that the service was not meeting ratios, was not helping with toilet training, not meeting transport requirements, not informing parents after the outbreak of various illnesses, and that staff argue with each other.	Investigated	Upheld	The service was already on a provisional licence following a poor ERO review. Additional SELO PLD was provided and areas for improvement were required. A new head teacher was employed who has improved a number of documents and processes within the service. The Ministry continues to monitor the service's progress towards meeting the provisional licence conditions.
Complainant concerned about how a service managed children's behaviour after their child had been hurt by another child.	Investigated	Upheld	SELO PLD was already being provided to the service to manage a number of children with challenging behaviours. The Ministry required the strengthening of incident responses.
Complainant alleges that a teacher pushed their child.	Investigated	Upheld	The Ministry found the service had managed the allegations appropriately and in line with both their child protection policy and employer obligations. The teacher was initially stood down whilst the investigation was carried out. Allegations were not substantiated but improvements to practice were identified. The teacher has since returned to teaching duties with additional SELO PLD support to ensure quality teaching practices are maintained.
Complainant concerned about isolation of a child at the service and the unprofessional behaviour of the manager of the service.	Investigated	Upheld	The Ministry investigated the complaint and no regulatory breach was identified. The service provider completed a full review of their social competency policy. SELO PLD was provided and the service continues to be monitored by the Ministry.
Complainant unhappy with the services hazard management following an incident where their child was unsupervised while doing carpentry and received a graze/bruise. The complainant was also not happy with the service's response to these concerns being raised.	Investigated	Upheld	The Ministry investigation found a number of areas the service could improve upon. The service updated their complaints process and a number of health and safety issues were identified and were required to be improved upon including the use of carpentry tools. The two teachers involved in the incident that led to the complaint received verbal warnings.
Complainant concerned that a service failed to refer their child to learning support in a timely way, resulting in the child's enrolment being cancelled.	Investigated	Upheld	The Ministry investigation found that the service was in breach of regulatory requirements and had not sought timely support for the child. The Ministry worked with the family to place the child in another service and continues to work with the provider to strengthen practice.
Complainant alleged staff were rude and unhelpful when communicating with parents and unwilling to provide care for a child.	Investigated	Upheld	The Ministry investigated the complaint and required a plan to be put in place to upskill staff. The Ministry continues to monitor the service.
Complaint that a child's contact details and other details had been updated without complainant's knowledge. This resulted in complainant not being informed of an incident.	Investigated	Upheld	The Ministry facilitated a meeting with the complainant and service and the service has since reviewed their policies and practice. No further action required.
Complainant concerned that a service continued to operate during a power outage.	Investigated	Upheld	The Ministry contacted the service and clarified that operating without power placed the service in breach of a number of regulations. The service clarified that they had been able to access water and gas to heat water and has confirmed it won't happen again.
Complainant is unhappy about the lack of a response to a concern raised with the service regarding an incident where teachers at the service were unaware of the whereabouts of a child.	Investigated	Upheld	The Ministry reviewed the service's policies and procedures and provided advice and guidance to support the service's supervision practices. The service performed an internal evaluation alongside the Ministry investigation and improved supervision practices.
Complainant concerned about renovation work being carried out during licensed hours. Complainant notified WorkSafe who stopped the renovating work from continuing. Complainant also concerned about potential health and safety issues regarding adhesive used for carpet.	Investigated	Upheld	The Ministry investigation found the service provider has developed a risk management process for any future work that is undertaken.
Complainant had multiple concerns including safety checking procedures, employment practices, governance and management issues, ratios, and management of poisonous plants. The complainant also alleged an incident where a teacher roughly handled a child.	Investigated	Upheld	The Ministry investigation found evidence of non-compliance against some of the allegations. There was no evidence of the rough handling of a child. Subsequent complaints resulted in a full licence assessment and the service was placed on a provisional licence. The Ministry continues to monitor the service's progress towards meeting the provisional licence conditions.
Complaint that concerns about staff turnover, poor communication with parents, and lack of support for staff was not addressed by service. Complainant also expressed concern about the effect of this on children.	Investigated	Upheld	The Ministry investigated the complaint and identified that the service's communication and complaints procedures had not been followed. As a result of this and other complaints a full licence assessment was undertaken and the service was placed on a provisional licence.
Complainant had a number of concerns with the governance of the service resulting in staffing concerns and poor curriculum delivery. Also concerns with low staff numbers and not meeting qualification requirements.	Investigated	Upheld	The Ministry investigation identified a number of breaches of the regulations and the service was placed on a provisional licence. The Ministry continues to monitor the service's progress towards meeting the provisional licence conditions.
Complainant alleged child left outside of service for more than five minutes as a form of behaviour management.	Investigated	Upheld	The staff member facing allegations was stood down from the service while an investigation was undertaken and the matter was referred to the Teaching Council. The Ministry investigation found the complaint was upheld and identified other areas of non-compliance. The service's licence was amended to provisional. The service subsequently chose to close temporarily and has since had its licence cancelled.
Complainant is unhappy about a previous manager failing to send through registration information to the Teaching Council.	Investigated	Upheld	The Ministry discussed the issue with the service and could not progress the complaint further due to the complainant moving indefinitely overseas. The Ministry confirmed that a mandatory report had been filed

Complaints Summary	Investigation	Investigation Upheld	Action Summary
			against the previous centre manager who resigned while under performance management. The Ministry also provided advice and guidance to the service to support practice in this area.
Complainant concerned about ratios at a service including excursion ratios. They were also concerned about excursion policy and practice.	Investigated	Upheld	The Ministry investigation found no breach in terms of ratios but did find improvements could be made to the excursions policy and practice and other issues. These were addressed through an action plan.
Complainant concerned that toys were thrown by children over an outdoor railing and that staff were disinterested in managing the complainant's concern. The complainant was also concerned about supervision practices at the service.	Investigated	Upheld	The Ministry found the service had implemented strategies to ensure children could no longer throw toys from the service. The Ministry was satisfied that the complainant's concerns had been rectified.
Complainant concerned about poor hygiene practices due to chickens and guinea pigs being present at the service.	Investigated	Upheld	The Ministry investigated the complaint, reviewed the service's handwashing, sleep and animal care policies and assessed the learning environment. Advice and guidance was provided to the service to ensure animals were appropriately housed and a plan was developed for children who do not wish to have contact with animals. The Ministry was satisfied that the service mitigated risks associated with children handling animals.
Complainant alleged child was not adequately supervised while on an excursion.	Investigated	Upheld	The Ministry reviewed documentation relating to the excursion and incident reporting. The service revised its excursion policy and risk documentation and provided training to staff. The complainant was notified and satisfied with the outcome.
Complainant concerned about historical issues regarding ratios, a service's ability to meet person responsible requirements and behaviour management practices.	Investigated	Upheld	The Ministry found improvements were needed in the deployment of staff to ensure ratio requirements were able to be met at all times. The service is subject to ongoing monitoring visits.
Complaint about ratios at a service, lack of support for students on practicum, concerns over outside play furniture and children watching cartoons.	Investigated	Upheld	A Ministry investigation found changes were needed and the service made improvements to procedures and to the outside play equipment to the Ministry's satisfaction.
Complainant alleges that she has been asked to enter false information into the services enrolment system to indicate correct ratios when they are not being met.	Investigated	Upheld	The Ministry investigation identified areas of concern and placed a special condition on the service's licence to ensure adult:child ratios could be met across the service and adequate supervision maintained. The Ministry continues to monitor the service.
Complainant was concerned about supervision and safety of children at a service as a result of high staff turnover. Concern included accidents not being reported, inadequate numbers of trained first aiders, person responsible requirements and supervision of children in the outside space.	Investigated	Upheld	The Ministry investigation found that the issues followed a change of management. The service made changes to address the concerns.
Complainant concerned with a lack of staff, ratios, hygiene, a lack of bark in the playground, and accidents occurring in the playground.	Investigated	Upheld	The Ministry investigation found no breaches however changes were made to improve how the bark was used in the playground.
Complainant concerned about behaviour management strategies used by staff and the service's complaints procedure.	Investigated	Upheld	The Ministry investigation identified areas of non-compliance related to health and safety, governance and management and curriculum delivery. The service was placed on a provisional licence and was subject to ongoing monitoring by the Ministry. The service has received SELO PLD and has since demonstrated compliance with provisional licence conditions and has been returned to a full licence.
Complainant was unhappy with how a service managed a child's biting behaviour and communicated with parents. The child's enrolment was cancelled by the service.	Investigated	Upheld	The Ministry required the service to make a number of changes to improve their practices and policies including to the enrolment form.
Complainant is unhappy with how the service managed a number of biting incidents.	Investigated	Upheld	The Ministry investigation identified areas of concern and placed a special condition on the service's licence to ensure adult:child ratios could be met across the service and adequate supervision maintained. The Ministry continues to monitor the service.
Complainant concerned about adult:child ratios, particularly at morning drop off.	Investigated	Upheld	The Ministry investigation identified areas of concern and placed a special condition on the service's licence to ensure adult:child ratios could be met across the service and adequate supervision maintained. The Ministry continues to monitor the service.
Complainant concerned about supervision and sleep monitoring practices, implementation of hygiene policies, employment conditions and a lack of quality interactions occurring between teachers and children.	Investigated	Upheld	The Ministry investigated the complaint and required the service to strengthen its supervision plan and implement an updated cleaning schedule. The service provider addressed concerns identified to the satisfaction of the Ministry.
Complainant alleges fraudulent activities have occurred at a service and the service is failing to comply with the Children's Act.	Investigated	Upheld	The Ministry identified a number of breaches including inadequate police checks. The service was placed on a provisional licence and was also audited in response to identified concerns. The service provider engaged support to help improve induction processes and wider consistency of practices. The Ministry continues to monitor the service's progress towards meeting the provisional licence conditions.
Concern about ratios, accidents resulting in broken bones, noise in the service and behaviour management.	Investigated	Upheld	The Ministry carried out a visit as a result of the investigation and other related complaints and incidents. Special conditions were placed on their licence regarding supervision to ensure better deployment of staff.
Complainant concerned service had breached adult:child ratios and children were not adequately supervised. Complainant also concerned about instances of children biting each other, the quality of curriculum delivery and alleged limited opportunities for outdoor play.	Investigated	Upheld	The Ministry investigation identified areas of concern and placed a special condition on the service's licence to ensure adult:child ratios could be met across the service and adequate supervision maintained. The Ministry continues to monitor the service.

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Complainant unhappy about how a service managed an incident where their child was hurt. Complainant decided to remove child from service resulting in a dispute about fees.	Investigated	Upheld	The service improved their supervision plan to mitigate further incidents. Investigations into the fees query found inconsistencies with the services funding claims which resulted in an audit.
Complainant concerned that food records did not reflect what was given to children and information was not shared with the complainant about changes to the service's kitchen staff.	Investigated	Upheld	Complainant was advised to discuss the issue with the service and told to contact the Ministry if the issue was not resolved. Concerns have fed into a wider investigation and the service continues to be monitored by the Ministry.
Complaint about the application of 20 Hours ECE and fees charged.	Investigated	Upheld	The Ministry investigated and required the service to align its fees schedule with the enrolment form.
Complainant feels that the service's outdoor area is unsafe and was concerned that the service did not try harder to get in touch with someone after her son fell from climbing equipment.	Investigated	Upheld	The Ministry found the service had reviewed its incident policy after the accident and amended its documentation as a result. The service met with the complainant who was happy with the changes.
Complainant unhappy with the outcome of a complaint they made at a service regarding noise, heat, space, ratios, staff conditions, and curriculum.	Investigated	Upheld	An investigation of the complaint led to a reduction in the maximum number of children allowed at the service and sound absorption panels were installed. The service addressed all concerns raised by the complainant and no further action was required.
Complainant concerned about ratios during break times, insufficient non-contact time, and lack of outside opportunities for younger children and poor learning resources available to children at the service. Complainant also raised health and safety concerns including unclean and broken equipment.	Investigated	Upheld	The Ministry investigation identified areas of practice that needed to be further strengthened. The Ministry required a number of actions to be met within a specified timeframe which were subsequently complied with to the Ministry's satisfaction.
The complainant raised concerns about inappropriate behaviour management practices including ill-treatment, solitary confinement, physical and verbal abuse, bullying of children and children being force fed.	Investigated	Upheld	The Ministry investigation resulted in immediate suspension of the licence. The complaint was referred to NZ Police, Oranga Tamariki and the Teaching Council. The Ministry's investigation resulted in the service's licence subsequently being cancelled.
Complainant alleged that a staff member had used drugs on at least two occasions.	Investigated	Upheld	An investigation found that the alleged incidents had occurred outside of working hours and no Police charges had been laid. The service placed the teacher on a probationary plan which included random drug tests for a period of 6 months. Extra supervision was provided as well as counselling support.
Complainant concerned about possible ill treatment and poor behaviour management practices in the service. They were also unhappy with the services complaints process as the complainant received no response to their complaint and they were concerned there were not enough qualified staff.	Investigated	Upheld	The Ministry reviewed the service's response to the complaint. There was no evidence of ill treatment but policies were updated and SELO PLD is being provided to support behaviour management practices at the service. The service was already on a provisional licence following a poor ERO review and issues raised in the complaint continue to be monitored.
Complainant raised concerns about staff pay rates and account credits for families.	Investigated	Upheld	The Ministry audited the service and found a number of funding discrepancies. Discrepancies regarding staff pay rates were identified and Ministry funding was adjusted accordingly. The service was already on a provisional licence and continued to be subject to ongoing monitoring.
Complainant unhappy that a child had food withheld from them if they did not help clean up at the service.	Investigated	Upheld	The Ministry found that the service had dismissed the teacher following an investigation into the allegations. A mandatory report was made to the Teaching Council.
Complainant unhappy about noise coming from a service. The complainant did not want to receive communication from the Ministry at the time of the complaint.	Investigated	Upheld	The service believed the noise may have been as a result of a hula hoop session, accompanied by music outside in the service's carpark. The service noted that they would lower the music in the future.
In late 2017 a child was hospitalised and later passed away. The complainant alleges that the service failed to adequately respond to symptoms displayed by the child. The complainant also felt there was inadequate communication with parents and first aid training of staff.	Investigated	Upheld	The service was placed on a provisional licence while the Ministry investigated and undertook a full licensing assessment. The investigation found that the service's policies and procedures were appropriate but identified separate premises and facility concerns. Breaches were rectified and the service was returned to a full licence.
Complainant concerned about a child being hurt a number of times by another child.	Investigated	Upheld	The Ministry found that the services internal review supported the complainants concerns. The service developed strategies to manage the behaviour of the child. SELO PLD was provided to support the service.
Complainant concerned that a staff member was left in sole charge of four under two year old children.	Investigated	Upheld	The Ministry found ratios had been breached on a number of occasions. The Ministry reminded the service of ratio and person responsible requirements. The Ministry continues to monitor this.
Complainant has concerns about a number of areas including health and safety in terms of accident reports, sleep provision; staffing and teacher behaviour as well as children's access to the outdoors and appropriate clothing for the weather.	Investigated	Upheld	The Ministry investigation identified inconsistencies in reporting related to the complaint and also identified additional issues. The Ministry continued to monitor the service to ensure consistent practice was implemented and the additional issues identified were addressed.
Complaint about poor hygiene practices at a service resulting in illness.	Investigated	Upheld	A complaint was made to public health at the same time. Ministry and Public Health investigated. The service was required to make immediate changes which occurred. The service was also informed that previous outbreaks of illness should have been notified to Public Health.
Complainant raised concern that a teacher had pulled a child's hair as a form of behaviour management and not notified the complainant.	Investigated	Upheld	The Ministry investigated the complaint and reviewed all relevant documentation. The investigation found that the service had dealt with the incident appropriately and processes were in place to ensure incident reports were recorded in a timely manner.
The complainant was concerned with use of verbal behaviour management practices including yelling at children.	Investigated	Upheld	The Ministry investigation identified areas of improvement for the service to address, specifically in relation to behaviour management and curriculum delivery. Advice and guidance was provided to the service to strengthen practice, which has since been implemented.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant is concerned about a lack of supervision at the service and unhappy about how the service is being run citing unprofessional behaviour of the owners, including poor maintenance of the premises.	Investigated	Upheld	An investigation found multiple breaches. The service ceased to operate until a new person took ownership of the service. The Teaching Council was notified about the behaviour of the owners who were also registered teachers.
Complainant concerned about how an incident involving sexualised play had been managed by the service. The complainant was also unhappy that the service had cancelled the child's enrolment and questioned expected payment of fees during times the child was no longer attending.	Investigated	Upheld	The Ministry investigated the complaint and facilitated extra support for the child including referring the matter to Oranga Tamariki. SELO PLD has been put in place and the Ministry continues to monitor the service.
Complainant is unhappy about excessive noise coming from home and has concerns about ratios.	Investigated	Upheld	A Ministry investigation found no breaches evident. The service is working with the complainant to resolve the noise issue.
Complainant concerned about unsafe teaching practices, supervision, and children's safety and well-being.	Investigated	Upheld	The Ministry investigation found a number of breaches at the service and a special condition was placed on the licence requiring the service provider to roster on an additional qualified teacher at all times. A number of additional breaches were identified through the Ministry's investigation. The service was placed on a provisional licence and was subsequently cancelled.
Complainant is unhappy with the number of incidents where her child was injured by another child.	Investigated	Upheld	The Ministry reviewed documentation and observed behaviour management practices of staff. Ministry learning support staff were involved and the aggressive behaviour has reduced. The complainant has not taken up offers to discuss further with the service or the Ministry.
Complainant raised concerns about children's safety at the service and alleged abuse was occurring. Complainant also raised concerns about the inadequacy of the service's police vetting processes, poor dismissal procedures, issues with staff qualifications, and staff leaving the service.	Investigated	Upheld	The Ministry investigated the complaint concurrently with NZ Police and a referral was also made to Oranga Tamariki. NZ Police found no evidence of abuse however the Ministry identified health and safety, curriculum delivery and ratio concerns. The service was placed on a provisional licence and has since returned to a full licence.
Complainant concerned about the service's ability to maintain ratios and alleged that this has resulted in injuries to children.	Investigated	Upheld	The Ministry investigated the complaint and the service rectified the complainant's concerns regarding ratios. The service has remedied all concerns identified during the investigation.
Complainant concerned about service's behaviour management strategies, complaints procedure and fees policy.	Investigated	Upheld	The Ministry investigated concerns and found issues in communication with parents. The service agreed to address the issues and is undertaking further professional development.
Complainant considered that a service did not follow correct complaints procedure.	Investigated	Upheld	The Ministry investigation found the service had not correctly followed their complaints procedure. As a result the service reviewed and revised their complaints policy and procedures.
Complainant alleges that child was scratched and hurt by two teachers and also raised concerns about incident notifications to parents.	Investigated	Upheld	The Ministry investigated and found the teacher involved had been placed on a performance improvement plan. The service reviewed policies and procedures and was provided with SELO PLD. The Ministry continued to monitor the service.
Complainant concerned about services supervision practices and communication with parents following an incident involving sexualised play.	Investigated	Upheld	An investigation found the service's behaviour management and supervision policies were not well understood and implemented by all staff. SELO PLD was provided to the service to strengthen practice. The service has now completed this PLD and reviewed its practices, resulting in a positive shift for staff and children.
The complainant alleged that no qualified staff were on duty when the child was dropped off at the service. The complainant also raised concerns about the employment of a staff member who has a record of harm to children.	Investigated	Upheld	The Ministry's investigation resulted in the licence being suspended. The staff member concerned was employed in a non-teaching role and the service has demonstrated that any potential risks have been mitigated. The Ministry continues to monitor the service's progress towards meeting the provisional licence conditions. The service was granted a provisional licence and the Ministry monitored the service's progress to meet conditions.
Complainant unhappy that a child's enrolment application was refused by a service due to their additional learning needs. The service also refused to provide the complainant with their enrolment and learning support policies.	Investigated	Upheld	The Ministry investigated the complaint and the service made changes to the information on their website and strengthened communication practices. The service continues to be monitored.
Complainant concerned that service was unaware of an injury to their child. They also had concerns about supervision.	Investigated	Upheld	The Ministry was monitoring the service on a provisional licence at the time of the complaint. The service conducted an internal investigation and have reviewed processes for responding to incidents. Concerns have fed into a wider service investigation.
Complainant is unhappy with their child's enrolment being cancelled due to a need for learning support.	Investigated	Upheld	The Ministry investigation resulted in the service reviewing relevant policies. The Ministry worked with the service and parents to ensure appropriate support was provided to allow the child to continue to attend the service.
Complainant concerned around the practices of staff at service, particularly transitioning new children and curriculum delivery.	Investigated	Upheld	The Ministry investigation found evidence of non-compliance and the service has been placed on a provisional licence. The concerns have also fed into a wider service provider investigation.
Complainant unhappy with how a service managed an incident where her son received a laceration to his face.	Investigated	Upheld	An investigation found that the service needed to improve how they followed their incident reporting policy.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant is unhappy that the service made a notification to Oranga Tamariki after an incident of sexualised play at the service. Complainant was also unhappy about the service allowing their child to eat a piece of fruit that they are allergic to. The child was removed from the service.	Investigated	Upheld	The Ministry found the service had responded appropriately to the incident and no breaches were evident. Although improvements in policies were identified resulting in changes to practice.
Complainant alleged service's fee structure was not compliant with regulatory requirements.	Investigated	Upheld	The Ministry investigated the complainant's concerns, reviewed relevant documentation and provided advice and guidance to the service on their fee policies. An audit was also undertaken which found funding breaches. Ministry staff worked with the service to amend their enrolment policies and processes to ensure compliance.
Complainants concerned with noise from a construction site beside an early learning service.	Investigated	Upheld	The Ministry investigation led to the construction company changing their working hours to minimise disruption.
Complainant concerned about falsification of attendance records.	Investigated	Upheld	The Ministry investigated and an audit identified over claiming which was recovered.
Complainant has concerns about the service's fee structure including compulsory and optional charges and 20 hours ECE.	Investigated	Upheld	The Ministry found the service to be in breach of the funding rules. The Ministry required evidence from the service that it was meeting all enrolment and funding requirements.
Complainant concerned with the hygiene and quality of food at the service.	Investigated	Upheld	The Ministry was monitoring the service on a provisional licence at the time of the complaint, and requested copies of the food records, children's attendance register, hygiene policy and records. Advice was also sought from regional Public Health. The complainants concerns fed into a wider service provider investigation.
Complainant concerned about the visibility of the nappy changing area from another area in the service.	Investigated	Upheld	Ministry investigation confirmed there was limited visibility in the nappy changing area from the toddler room. The service provider installed a convex mirror to address the issue.
Complainant concerned with supervision, a lack of notification about injuries, rough handling by teachers, unsecured shelving, and how the service manages specialist equipment used by some children.	Investigated	Upheld	The Ministry was monitoring the service on a provisional licence at the time of the complaint. Additional actions for improvement were identified as a result of the complaint. Concerns have fed into a wider service investigation.
Complainant concerned about staff qualifications, ratios, fraud and alleged falsification of documents.	Investigated	Upheld	The Ministry investigation identified regulatory non-compliance. An audit was undertaken which found the service owed a debt to the Ministry. The service was placed on a provisional licence and provided with SELO PLD. The service has rectified areas of non-compliance.
Complainant concerned about the temperature in the service.	Investigated	Upheld	As a result of the Ministry investigation the service installed large shade sails and large wall mounted fans.
Complainant was unhappy with how a service responded to an alleged incident of a teacher hitting their child. The complainant did not consider the service's response was sufficient.	Investigated	Upheld	Ministry investigation was unable to confirm whether or not the teacher had hit the child. The service provider initiated a review of social competence and child protection policies. Additional professional support was put in place for the teacher concerned.
Complainant concerned that the service had failed to change a child into dry clothing following water play.	Investigated	Upheld	The Ministry investigated the complaint and required the service to revise health and safety practices to ensure all children are regularly changed after water play.
Complainant concerned about the safety of children at the service after finding a child outside the service.	Investigated	Upheld	The Ministry investigation identified regulatory breaches and the service was placed on a provisional licence. All areas of non-compliance have since been remedied by the service.
Complainant had concerns about a service's hazard checklist, bullying of staff, ratios, and timesheet maintenance.	Investigated	Upheld	The Ministry investigation identified evidence of regulatory non-compliance. The service was placed on a provisional licence and continues to be monitored.
Complainant has concerns about unhygienic nappy changing practices, temperature, lack of shade, inadequate first aid kit, lack of space for non-contact time, ratios, teachers restraining and yelling at children, and staff leaving due to management ignoring issues and bullying staff.	Investigated	Upheld	The Ministry investigation identified evidence of regulatory non-compliance. The service was placed on a provisional licence and continues to be monitored.
Complainant alleged unhygienic food preparation practices were occurring at a service and raised concerns about the accessibility of drinking water, sleeping arrangements, shade, temperature, and ratios.	Investigated	Upheld	The Ministry investigation identified evidence of regulatory non-compliance. The service was placed on a provisional licence and continues to be monitored.
The complainant was concerned about high staff turn-over, that the service was not meeting ratio requirements and the quality of food.	Investigated	Upheld	The Ministry investigation did not find evidence of non-compliance with ratio or food concerns but did require the service to develop a plan to strengthen the retention of staff.
Complainant concerned about ratios, staff turnover, and health and safety.	Investigated	Upheld	Ministry investigation found the centre was not meeting the qualified teacher ratio requirements and changes were made to staffing rosters. Concerns fed into a wider service provider investigation.
Complainant alleges that the person responsible has not visited a home for four months and there are safety concerns at the home.	Investigated	Upheld	The Ministry investigated the complaint and identified a number of breaches, including insufficient person responsible coverage, incomplete safety checking and unmet first aid requirements. The service was suspended and subsequently cancelled.
Complainant concerned that a child sustained a severe hand injury which required surgery. Other concerns were noted including supervision on excursions, incident reporting, nappy changing, and complaints process and educator suitability.	Investigated	Upheld	An investigation identified a number of areas that needed improvement. The service was on a provisional licence and continued to be monitored to address these areas. The service provider was reminded of the requirement to inform the Ministry when an incident occurs that is required to be notified to a specified agency.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant has concerns about a service's gate which was unsecured. Complainant raised concerns with the service in the first instance and was unhappy with how the service managed the complaint.	Investigated	Upheld	The Ministry investigation found the gate had been fitted with an additional latch. No further action was required.
Complainant witnessed a teacher pulling a child's ear.	Investigated	Upheld	A multi-agency investigation was undertaken in response to the complaint and the teacher concerned was stood down. The investigation resulted in the teacher receiving a formal warning from the NZ Police. The teacher has since been reinstated at the service with a development plan in place to support their practice. A notification was made to the Teaching Council and Oranga Tamariki are satisfied with the outcome of the investigation.
Complainant concerned about service's management of an internal investigation into an incident, particularly the lack of detail provided to parents.	Investigated	Upheld	Ministry investigation identified regulatory non-compliance, as the service had not followed all health and safety, governance and management and incident notification procedures. The service was placed on a provisional licence to rectify these issues and has since been returned to a full licence.
Complainant concerned about service's management of an internal investigation into an incident, particularly the lack of detail provided to parents.	Investigated	Upheld	Ministry investigation identified regulatory non-compliance, as the service had not followed all health and safety, governance and management and incident notification procedures. The service was placed on a provisional licence to rectify these issues and has since been returned to a full licence.
Complainant concerned about service's management of an internal investigation into an incident, particularly the lack of detail provided to parents.	Investigated	Upheld	Ministry investigation identified regulatory non-compliance, as the service had not followed all health and safety, governance and management and incident notification procedures. The service was placed on a provisional licence to rectify these issues and has since been returned to a full licence.
Complainant alleged service had failed to professionally investigate incidents of alleged mistreatment of children attending the service.	Investigated	Upheld	Ministry investigation identified regulatory non-compliance, as the service had not followed all health and safety, governance and management and incident notification procedures. The service was placed on a provisional licence and subject to ongoing monitoring. The service has since rectified these concerns and has been returned to a full licence.
Complainant alleged that children were force-fed, verbally abused, had toys snatched from them and thrown, and other incidents had occurred at the service.	Investigated	Upheld	The Ministry found the service to be in breach of a number of regulations and placed the service on a provisional licence. Staff involved in the allegations subsequently left and a referral was made to the Teaching Council. The services full licence had since been reinstated.
Complainant is concerned their child will be excluded from the service due to service requiring additional support for their child.	Investigated	Upheld	The Ministry, the service and the child's parents developed a support plan that all parties were happy with.
Complainant raised a number of concerns about a service including management practices, curriculum delivery, premises and facilities concerns, provision of early intervention, food safety standards and health and safety concerns.	Investigated	Upheld	The Ministry investigation found the service to be in breach of a number of regulations and the service was placed on a provisional licence. The service subsequently resolved all the issues and were placed back on a full licence.
Complainant had concerns about management, curriculum, a lack of resources, health and hygiene, learning support and food standards.	Investigated	Upheld	The Ministry investigation identified areas of non-compliance that resulted in service being placed on a provisional licence. The service's full licence has since been reinstated.
Complaint about inappropriate child behaviour management. Complainant was also concerned about how the service was managing the complaint.	Investigated	Upheld	The Ministry investigation found the service to be in breach of a number of regulations resulting in a provisional licence. Ministry learning support staff and a SELO PLS provider worked to strengthen teaching practice on managing child behaviour. The full licence has since been reinstated.
Complainant concerned that a drug user was employed at a service.	Investigated	Upheld	The service took all appropriate steps to resolve the issue and kept the Ministry informed during this process. The staff member, who was not a teacher, has left the service.
Complainant concerned about poor management and teaching processes and practice, including unsatisfactory induction processes, emergency planning, curriculum practices, communicating with teachers and parents, hazard identification, management of children's transitions, hygiene and food policies.	Investigated	Upheld	The Ministry investigation identified a number of areas that needed improvement and provided support and guidance. The service implemented agreed actions and was monitored by the Ministry until all concerns had been addressed.
Complainant raised concerns in relation to ratios, staff turnover, inadequate heating, a lack of te reo, a lack of shelter in the outside play area, and wasps' nests.	Investigated	Upheld	The Ministry investigation identified areas for improvement and the service worked with the Ministry to address the complainants concerns.
Complainant alleged the service had failed to safety check staff and that the person responsible did not hold a qualification. Complainant was also concerned about a lack of resources for children, a lack of emergency supplies and inaccurate attendance reporting.	Investigated	Upheld	The Ministry investigated the complaint and identified a number of concerns. The service was required to complete an Action Plan to rectify these concerns and is subject to ongoing monitoring by the Ministry to ensure all requirements in the action plan are completed within specified timeframes.
Complainant had multiple concerns about a service including ratios, nappy changing procedures, accident forms, teacher induction, behaviour management and employment practice. The complainant had previously raised concerns with the service.	Investigated	Upheld	The Ministry investigated the complaint to verify ratios and observe the learning environment. The Ministry reviewed relevant policies and procedures and required the service to ensure staff were familiar with and understand requirements.
Complainant was unhappy with how the service managed an incident where a child was injured.	Investigated	Upheld	The Ministry provided the service with advice to improve their policies and procedures. The service undertook a review of their accident, incident and injury, and hazard management policies to strengthen practice.
Complaint about adult: child ratios and governance and management concerns.	Investigated	Upheld	A Ministry investigation did not find breaches of the adult: child ratios but did identify concerns about the staff appraisal process which were then resolved to the Ministry's satisfaction.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complaint about an unsecured gate. Children have left the centre on a few occasions.	Investigated	Upheld	The Ministry investigation found the gate latch was broken and required the service to fix it. The service put in additional supervision and secured an additional door until the work was completed. The Ministry also reviewed related policies and procedures.
Complainant has multiple historical concerns about a service including poor communication with parents, lack of supervision, poor accident management and bullying by other children. Complainant also raised concerns about the service's response to their complaints.	Investigated	Upheld	The Ministry investigated the complaint and while no regulatory non-compliance was identified, there were clear areas of improved practice needed and agreed actions were put in place.
Complainant concerned about service's practice of not washing soiled underwear before returning it to parents and high staff turnover.	Investigated	Upheld	The Ministry investigation found the service put a plan in place to ensure toileting practices are consistently implemented by staff and communicated to new relief teachers.
Complainant alleges that the services outdoor area has been under construction for an extended period of time and that children have had limited access to the outdoors.	Investigated	Upheld	An investigation found a number of issues with the premises and facilities as well as curriculum issues. As a result the service was placed on a provisional licence and continued to be monitored.
Complainant is concerned about supervision, health and safety and curriculum including children being left in wet nappies, limited support for children with additional needs, concerns over food served, behaviour management practices and how children are spoken to.	Investigated	Upheld	The Ministry investigation identified areas of non-compliance and the service was placed on a provisional licence. The Ministry continues to monitor the service's progress towards meeting the provisional licence conditions.
Complainant unhappy with how the service managed an incident when a child was bitten by another child.	Investigated	Upheld	Following the Ministry investigation the service reviewed and strengthened their supervision plan, incident policy, and accident and injury policies.
Complainant unhappy with service after they failed to respond to a complaint regarding an incident with the complainant's child.	Investigated	Upheld	The Ministry investigation identified a number of issues with the service resulting in a review of their supervision plan, complaints procedure and management of complaints. The service provided all required documentation and completed all actions identified as a result of the investigation.
Complainant concerned about ratios, a lack of a complaints policy, and safety issues in relation to electrical sockets.	Investigated	Upheld	SELO PLD was provided to address concerns and strengthen curriculum, government and management and human resource processes. The Ministry continues to work closely with the provider to offer ongoing support to ensure children's safety and funding has been sourced to progress building work.
Complainants raised concerns about high temperatures, a lack of outdoor shade, teacher rudeness, ratios, and general mismanagement.	Investigated	Upheld	The Ministry investigation found numerous multiple breaches resulting in the service's licence being suspended. The service demonstrated compliance with the suspension conditions and the licence was reclassified as provisional. The Ministry continues to monitor the service's progress towards meeting the provisional licence conditions.
Complaint that a child's allergy details were not recorded or known to all staff, resulting in a child being given food that caused a serious allergic reaction.	Investigated	Upheld	The Ministry placed the service on a provisional licence while the service conducted an internal investigation. The investigation found improvements needed to be implemented when obtaining, recording and communicating information to staff about children's health needs. The service has participated in SELO PLD and has since met the conditions of the provisional licence. Full licence has been reinstated.
Complainant concerned with how sexualised play amongst children had been managed by a service.	Investigated	Upheld	The Ministry was already investigating concerns through another complaint. The complainant was satisfied that the investigation would be managed through the provisional licence process and that professional development and learning was being provided to the staff at the service.
Complainant concerned about a services behaviour management and child protection procedures.	Investigated	Upheld	The Ministry investigation identified a number of breaches and the service was placed on a provisional licence. The Ministry continues to monitor the service and the complaint was also referred to NZ Police and Oranga Tamariki.
Complainant was unhappy that their child sat on the floor of the van while being driven home.	Investigated	Upheld	The Ministry investigation resulted in the service acknowledging the breach, as a result the service also reviewed and strengthened their transport policy. The service apologised to the complainant who chose to remove the child from the service.
Complainant concerned that a chair fell on a child's leg causing it to break.	Investigated	Upheld	The Ministry found the service's internal investigation identified an issue with supervision at the service. An extra teacher was employed to resolve the issue and the Ministry was assured that the service had put sufficient mitigations in place. No further action required.
Complainant had multiple concerns about the care of their child at a service including poor communication about their child, watching too much TV, an unknown adult in the house, not administering required medicine, being thirsty at pick up and scratches from a pet.	Investigated	Upheld	The Ministry found improvements were needed and worked with the service to address the complainant's concerns. The service continued to be monitored.
Complainants raised a number of concerns regarding alleged child mistreatment, poor behaviour management strategies, and teacher suitability.	Investigated	Upheld	The Ministry worked with NZ Police in a multi-agency investigation and suspended the service's licence. The centre manager was stood down and resigned from the service. The Teaching Council was informed and staff were provided with support from the Ministry. Following suspension, the service was issued a provisional licence and was subject to ongoing monitoring to ensure compliance with regulated standards. The service has met all requirements and has since been returned to a full licence.
Complainant concerned about poor behaviour management practices, including staff grabbing children by the arms or wrists.	Investigated	Upheld	The Ministry investigated the complaint. A mandatory report was made to the Teaching Council and the teacher is no longer working at the service.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant concerned about behaviour management practices which included an instance where a child was secluded.	Investigated	Upheld	The Ministry investigation established that the teacher was stood down then subsequently left the service. The service provider made a mandatory report to the Teaching Council once required to do so by the Ministry.
Complainant alleged that a number of teachers with performance issues left the service and the service failed to file mandatory reports with the Teaching Council.	Investigated	Upheld	The Ministry worked with the service to ensure the required mandatory reports were submitted to the Teaching Council.
Complaint about how a child's behaviour needs were managed and supported by a service. Complainant also unhappy that the service made a notification to Oranga Tamariki about their children.	Investigated	Upheld	The Ministry investigation showed that the service needed to make knowledge and practice improvements to better support the child's needs. The Ministry will continue to guide the service to support better behaviour management practice.
Complainant has concerns about the way a child with additional learning needs was treated by a teacher and the subsequent response from the service provider in managing these concerns. The complainant made a notification to the Teaching Council.	Investigated	Upheld	The Ministry provided support to the complainant and the service provider to build teacher's capability in working with children with additional learning needs particularly in respect to behaviour management strategies.
Complainant concerned about a teacher's behaviour management practices when dealing with an incident where a child hit another child.	Investigated	Upheld	The Ministry initiated SELO PLD for the teacher. The teacher was removed from teaching duties and has since returned following a programme of mentoring and support to strengthen practice.
Complainant concerned about supervision of children, communication issues, staff turnover, and a teacher's behaviour management practices.	Investigated	Upheld	The Ministry initiated SELO PLD for the teacher. The teacher was removed from teaching duties and has since returned following a programme of mentoring and support to strengthen practice.
Historic complaint that their child was harmed in the care of the service. The complainant felt that the service failed to investigate to a satisfactory conclusion.	Investigated	Upheld	The Ministry facilitated a meeting with the service and the complainant. This resulted in an improved complaints process and training for staff.
Complainants are concerned about behaviour management practices around incidents of sexualised play by children at a service.	Investigated	Upheld	The Ministry investigation found that the service had acted appropriately, although an amendment to the service's Child Protection Policy and procedure was required.
Complainant is concerned as their child has come home with a number of bruises and alleged that they had previously witnessed a teacher pull the hair of two children.	Investigated	Upheld	The Ministry investigation found no evidence of the hair pulling incident but did identify areas for improvement in the service's incident management. These were rectified and the service also undertook a review of their child protection policy and procedures.
Complainant concerned about child being bullied by another child at the service, inadequate teacher supervision, sleep monitoring and communication with parents.	Investigated	Upheld	The Ministry investigated the complaint and found no evidence of a regulatory breach. Ministry reviewed relevant policies and procedures and provided advice and guidance on how these could be further strengthened.
Complainant concerned about the noise levels in a service. Complainant was not satisfied by service's response when complaint was initially made to the service.	Investigated	Upheld	The Ministry investigation required the service to install sound absorbent material.
Complainant informed Ministry that three children had left the service unaccompanied.	Investigated	Upheld	The Ministry received the service's response to the incident and required a review of policies and procedures in relation to incidents, supervision and hazards. The Ministry continued to monitor the service to ensure these changes were implemented and maintained.
Complainant unhappy with service's response to concerns they had with the number of accidents their child had been involved in over a short period of time, including an incident that resulted in a concussion.	Investigated	Upheld	The Ministry investigation found no regulatory breaches however the service was required to review and strengthen their incident reporting and management policies and procedures. The Ministry continued to monitor the service.
Complainant alleges that a teacher covered the mouth of a child and scratched the child.	Investigated	Upheld	A Ministry investigation found no evidence to support the allegations. The Ministry provided guidance to the service to help improve processes. The service was also advised to review and update their Child Protection Policy.
Complainant unhappy with service management and alleged a lack of communication at the service. Complainant also raised concerns about how behavioural issues are dealt with.	Investigated	Upheld	An investigation found no breach at the service however there were some issues with their positive guidance and complaints procedure. Support and training was planned to resolve these issues. The service continues to be monitored.
Complaint that deposit was not repaid when child left the service and allegation of poor communication with complainant.	Investigated	Upheld	The Ministry worked with the service to ensure the deposit was repaid to the complainant.
Complainant alleged service refused to communicate with them about their child despite custody being shared between both parents.	Investigated	Upheld	The Ministry investigated the complaint and provided advice and guidance to the service to strengthen their enrolment policy when shared custody arrangements are in place.
Complainant unhappy after child was bitten by another child.	Investigated	Upheld	The Ministry found the service's response was appropriate and SELO PLD was also provided to the service to help manage the child's behaviour.
Complainant unhappy about how the service managed an incident resulting in a child injuring their nose.	Investigated	Upheld	The Ministry provided advice and guidance to the service. The service clarified and updated policies for accident notifications.
Complainant unhappy with how a complaint about behaviour management was addressed by a service, including more general dissatisfaction with complaints process.	Investigated	Upheld	The Ministry reviewed relevant policies and procedures which met licensing requirements. The service acknowledged that they needed to review their complaints process and would benefit from staff training and development in terms of behaviour management. SELO PLD was provided by Ministry.
Complaint about how a service was managing a child with additional learning needs who was prone to attempting to leave the premises.	Investigated	Upheld	Ministry investigation found that the service had put plans in place to better support the child. No further action was required.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant has concerns about the safety and wellbeing of the children in a service. Concerns include poor supervision practices, lack of daily safety checks, poor programme planning, and a child leaving the premises without the knowledge of an adult.	Investigated	Upheld	Ministry investigation established there were no breaches. The service was working with the parent of a child who had a history of trying to leave the premises. Service was already receiving curriculum support through SELO PLD and they updated their incident form and process.
Complainant concerned that their child was bitten, scratched and pushed on three occasions on the one day. Four children were involved.	Investigated	Upheld	The Ministry referred the complainant to the service's complaints procedure. The service initiated an investigation of the incident and as a result have sought further advice, guidance and support from the Ministry's Learning Support team. Support was already being received for one of the children involved. The Ministry continue to monitor and support the service.
Complainant concerned about numbers of qualified staff, ratios, the lack of a person responsible for all hours children attend and management of sick leave.	Investigated	Upheld	When investigated a number of additional issues were found at the service including issues with attendance records, cleanliness, and curriculum resources. The service was placed on a provisional licence.
Complainant raised concerns regarding staff ratios, person responsible coverage, incomplete health and safety documentation and unsafe practices occurring at the service.	Investigated	Upheld	An investigation found that the service was meeting ratio and person responsible requirements. However, the investigation also identified other areas of non-compliance, including implementation of health and safety procedures. The service was placed on a provisional licence and continues to be monitored.
Complainant reported that a fence in a service had a hole through which children could leave the service.	Investigated	Upheld	The Ministry required the service to repair the fence which was actioned.
Complainant concerned about paint fumes at the service.	Investigated	Upheld	The Ministry investigation resulted in the service agreeing that the ongoing painting work would continue after licenced hours.
Complaint about behaviour management procedures, where one child is hurting another child. Also a concern about a contractor on site shouting at children.	Investigated	Upheld	The service was already receiving support from the Ministry's learning support team when the complaint was made. The Ministry worked through the complaint with the service provider to ensure they communicated with the parents and they had processes to keep children safe, including police vets of contractors.
Complainant raised concerns about school-aged children being present at the service during school holidays.	Investigated	Upheld	The Ministry found the service had met with the parent and subsequently changed their practice so that no school aged children will participate in the future.
Complainant is concerned that a service has not notified the Teaching Council following the resignation of two teachers who were under performance management when they resigned.	Investigated	Upheld	The service was required to make a notification to the Teaching Council for both teachers. The Ministry worked with the service to identify improvements to the services HR practices to ensure prompt notification in the future.
Complaint about adult:child ratios and person responsible requirements. Complainant also raised concerns about sleep provision, communication with parents and 20 hours ECE.	Investigated	Upheld	The Ministry investigation found ratios to be compliant. Attendance and staffing forms were also reviewed and no evidence of non-compliance was identified. During the investigation, it was identified that space designated for children's sleep was also utilised as adult workspace. The service rectified this issue immediately and no further action was required.
Complaint that service is removing food from child's lunch box that is considered not to be in line with Ministry of Health healthy eating guidelines. Further concern about communication with parents.	Investigated	Upheld	The Ministry's investigation resulted in a requirement for the service to improve its communication with parents.
The complainant contacted the Ministry seeking assurance that their child had not been exposed to unsafe practices or ill treatment while attending the service.	Investigated	Upheld	The Ministry suspended the service's licence while an investigation was carried out. Oranga Tamariki and NZ Police were notified and the complaints have been referred to the Teaching Council. The service provider was unable to meet suspension conditions and has subsequently decided to close. The licence has been cancelled.
Complainant was unhappy with the service's behaviour management strategies.	Investigated	Upheld	The Ministry provided advice and guidance to the complainant, who managed their concerns directly with the service. The Ministry also worked with the service to support them to review and make changes to their behaviour guidance policies.
Complainant unhappy how service managed a child's aggressive behaviour.	Investigated	Upheld	The Ministry did not identify any breach of the regulatory requirements, however improvements in behaviour management strategies were identified. The service reviewed their behaviour guidance, health and safety policies and complaints policy and has strengthened practice in these areas. The service has reported that the child's behaviour is continuing to improve.
Complainant alleged service was not compliant with a range of health and safety requirements and some staff were failing to complete required documentation regarding children's learning.	Investigated	Upheld	The Ministry investigation identified a number of breaches regarding a lack of documentation, curriculum delivery and staff training plans. The service was placed on a provisional licence and continued to be monitored.
Complainant concerned about unprofessional teacher conduct, non-compliance with ratio requirements, poor implementation of health and safety policies and poor behaviour management practices.	Investigated	Upheld	The Ministry suspended the service's licence while an investigation was carried out. Oranga Tamariki and NZ Police were notified and the complaints have been referred to the Teaching Council. The service provider was unable to meet suspension conditions and has subsequently decided to close. The licence has been cancelled.
Complainant concerned about unprofessional teacher conduct, children sustaining physical injuries at the service, children being deprived of food, physical restraint and poor employment practices.	Investigated	Upheld	The Ministry suspended the service's licence while an investigation was carried out. Oranga Tamariki and NZ Police were notified and the complaints have been referred to the Teaching Council. The service provider was unable to meet suspension conditions and has subsequently decided to close. The licence has been cancelled.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant concerned about unprofessional teacher conduct, children being deprived of food, physical restraint, ratios, supervision and fraudulent practices.	Investigated	Upheld	The Ministry suspended the service's licence while an investigation was carried out. Oranga Tamariki and NZ Police were notified and the complaints have been referred to the Teaching Council. The service provider was unable to meet suspension conditions and has subsequently decided to close. The licence has been cancelled.
Complainant concerned about unprofessional teacher conduct, children being deprived of food, physical restraint of children, poor behaviour management practices, sleeping procedures and employment practices.	Investigated	Upheld	The Ministry suspended the service's licence while an investigation was carried out. Oranga Tamariki and NZ Police were notified and the complaints have been referred to the Teaching Council. The service provider was unable to meet suspension conditions and has subsequently decided to close. The licence has been cancelled.
Complainant concerned about unprofessional teacher conduct, children being deprived of food, physical restraint, ratios, supervision and fraudulent practices.	Investigated	Upheld	The Ministry suspended the service's licence while an investigation was carried out. Oranga Tamariki and NZ Police were notified and the complaints have been referred to the Teaching Council. The service provider was unable to meet suspension conditions and has subsequently decided to close. The licence has been cancelled.
Complainant has concerns about her child's portfolio not being updated and overworked teachers.	Investigated	Not Upheld	The Ministry found that the service had updated portfolios and appropriate rosters were in place. No breach was identified.
Complainant concerned about a lack of leadership at the service.	Investigated	Not Upheld	A SELO PLD provider was working with the service at the time the complaint was received. Ministry did not find evidence or have any concerns with leadership.
Complainant unhappy at how she was spoken to in relation to a child's behaviour.	Investigated	Not Upheld	No breach was identified however the manager acknowledged the situation could have been handled better. Teaching staff were encouraged to attend positive behaviour training to further strengthen practice.
Complainant alleges that a teacher tipped water on a child's head and told him to be quiet and stop crying.	Investigated	Not Upheld	The Ministry investigated and found no evidence of the alleged behaviour.
Complainant alleges that someone from a service contacted her to commit fraudulent behaviour for mutual benefit.	Investigated	Not Upheld	An investigation found no evidence of fraud.
Complainant is unhappy with the service as their child has been sick often and is concerned about supervision.	Investigated	Not Upheld	The Ministry investigation found no breaches and that the service was working with regional public health to manage recurring gastro illnesses. The service employed another staff member to take them above minimum ratios.
Complaint that child fell and broke arm which required surgery because of a lack of supervision. The complainant also alleged that teachers yell, swear and smack children.	Investigated	Not Upheld	An investigation found the accident was managed appropriately and ratios were above the minimum when the accident occurred. There was no evidence that teachers hit children, or yelled and swore at them. SELO PLD was provided to strengthen policy around health and safety practices. The Ministry worked through the complainant's concerns with the complainant and the service.
Complainant concerned about methamphetamine test results of the educators home.	Investigated	Not Upheld	Ministry investigation found no evidence to substantiate the allegation. Neither Public Health nor the Local Council were aware of a test having occurred. A subsequent test showed no dangerous readings in the house.
Complainant concerned about how an incident of sexualised play was managed.	Investigated	Not Upheld	The Ministry found the service had acted appropriately and had sought expert advice on how best to manage and respond to the incident.
Complainant alleges that children were left outside in the rain, teachers ignored children, and children often scream, yell and use swear words. Complainant also had issues with the service wanting to establish another centre across the road.	Investigated	Not Upheld	A Ministry investigation found that the service was not breaching regulations. The complainant was advised to contact their local regional council in relation to the potential new centre.
Complaint about ventilation and supervision in a sleep room.	Investigated	Not Upheld	Ministry investigated and found no evidence of a breach. Documentation was reviewed and the Ministry was satisfied that there were adequate policies and processes in place for supervision.
Complaint that child was subject of sexualised behaviour from another child. Complainant informed Oranga Tamariki and withdrew their child from the service.	Investigated	Not Upheld	Ministry requested relevant policies and reviewed service's investigation into complaint. Ministry visited the service and there was no evidence of any breach. Service did update policies and procedures to strengthen practice.
Concern with child collection policy and allegation that uncollected children go home with a staff member.	Investigated	Not Upheld	Ministry investigated and found allegations to be unfounded.
Complaint that service was not meeting ratios or qualification requirements.	Investigated	Not Upheld	Ministry investigated and found service was meeting all requirements.
Complaint about service charging fees for 20 hours ECE.	Investigated	Not Upheld	Ministry confirmed that the debt was outstanding from before the child turned 3. There was no breach to the funding rules and the complainant was satisfied with the response.
Complainant alleges a teacher assaulted a child at the service and they were told not to report it.	Investigated	Not Upheld	The teacher was stood down and the service was placed on a provisional licence while the complaint was investigated. Oranga Tamariki and the NZ Police were notified and both determined no further action was required. PLD was provided for teachers in relation to responding to allegations and a return to work plan was implemented for the teacher.
Complainant concerned a child's behaviour at home may have indicated that sexual abuse was occurring at a service. Complainant notified Oranga Tamariki. Child was enrolled at another service.	Investigated	Not Upheld	A Ministry investigation found that the service had responded appropriately. The Ministry followed up with the complainant. The service tried to arrange a meeting with the complainant but received no response. Oranga Tamariki were notified.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant concerned about hygiene of service, unsafe equipment, nappy changing procedure and toilet training. Also concerned about centre manager's responsiveness to children.	Investigated	Not Upheld	Ministry investigation found no evidence of any breaches. No further action was required.
Complainant was unhappy about being referred to the Teaching Council by the service as a result of an earlier complaint. The complainant wanted the Ministry to re-investigate the complaint made against them.	Investigated	Not Upheld	The Ministry investigation found that the service had followed an appropriate process and advised the complainant. The complainant was also advised to follow up with the service on the employment matter related to their concern.
Complainant is removing their child from the service as they are feeling harassed by another parent and complainant does not feel supported by the service. Complainant also has concerns around fees and management of WINZ subsidy.	Investigated	Not Upheld	The Ministry investigation found no evidence of any breach. The alleged harassment occurred outside of the service via social media.
Complainant alleges that the service owner yelled at a child after they bit another child.	Investigated	Not Upheld	A Ministry investigation found no evidence of any breach. No further action was required.
Complainant is unhappy about how a service managed a complaint against them from a parent.	Investigated	Not Upheld	A Ministry investigation found that the service acted appropriately and no breaches were found.
Complainant alleges that their child is being bullied and the service is not taking it seriously.	Investigated	Not Upheld	The Ministry investigation found that the service had acted appropriately and engaged Ministry Learning Support staff to help manage the behaviour of the other child. However, the complainant removed her child from the service.
Complainant concerned about how the service managed sexualised play by a child at the service.	Investigated	Not Upheld	An investigation found no breaches at the service. The Ministry is satisfied the service managed the issue appropriately.
Complainant considered the service impeded the enrolment of her child due to her developmental and learning needs.	Investigated	Not Upheld	The Ministry found the service has reviewed enrolment and initiated a review of relevant policies and procedures. No breaches were evident but the service made changes to how they communicated with parents.
Complainant concerned with the management of nappy changing, fees, supervision and incident management.	Investigated	Not Upheld	The Ministry investigation found no breach evident. A meeting was organised between the service and the complainant where the concerns were addressed.
Complainant alleged that more children are attending than are enrolled.	Investigated	Not Upheld	The Ministry investigation found no breach of licensing requirements. The complainant was provided with advice in relation to ratio requirements.
Complainant alleged a service was claiming funding for a child who was not attending.	Investigated	Not Upheld	An audit investigation identified that the service was meeting funding requirements.
Complainant raised numerous concerns including issues with police vetting, alleged breaches of minimum staff qualification requirements, using time out for biting and poor incident notification to parents. Complainant also alleged that medication forms are not completed properly and employment practices are poor.	Investigated	Not Upheld	The Ministry investigation did not find evidence of the complainant's allegations. No further action was required.
Complainant is concerned about dampness and mould at the service.	Investigated	Not Upheld	The service investigated and found no evidence of mould or dampness.
Complainant is unhappy with how the service has responded to bullying incidents and accidents where a child was hurt.	Investigated	Not Upheld	The Ministry was satisfied with the response from the service, as was the complainant.
Complainant concerned about services management of a child's eating requirements, and was also concerned about supervision following an accident.	Investigated	Not Upheld	The Ministry's investigation showed that the service was working to support the child's needs and the accident had been appropriately managed.
Complainant concerned about a service's pick up procedure that allowed an unauthorised person to collect a child. Complainant was also unhappy about how the service responded to their concerns.	Investigated	Not Upheld	The Ministry investigation found that the service had acted appropriately. Advice was provided for managing issues that arose due to separated parents.
Complainant concerned that a child was injured at the service while playing on a mini-trampoline.	Investigated	Not Upheld	The incident report showed that the service took the necessary steps in responding to the accident. The mini-trampoline/rebounder was removed while the service reviewed their policies to ensure no further injuries occur. An incident report was completed by the service and they spoke with the complainant about the accident.
Complainant alleges that the service has not displayed their complaints process, is overcharging and falsifying invoices.	Investigated	Not Upheld	The Ministry investigation found no breach is evident. No further action required.
Complainant is unhappy with how a service dealt with a complaint about their child using a knife during a cooking activity.	Investigated	Not Upheld	The Ministry was satisfied by the service's response. The service initiated a review which resulted in changes to ensure parents are better informed about children's learning.
Complainant is concerned about a service's safety checking procedures.	Investigated	Not Upheld	The Ministry investigation verified all safety checks had been carried out. The service was not in breach of regulatory requirements.
Complainant is concerned about a service's safety checking procedures.	Investigated	Not Upheld	The Ministry investigation verified all safety checks had been carried out. The service was not in breach of regulatory requirements.
Complainant was unhappy about how a change in ownership was managed at the service as it resulted in problems for their child. Complainant raised specific issues in relation to nappy	Investigated	Not Upheld	The Ministry referred the complainant back to the service. The Ministry also followed up with the service and was satisfied that regulatory requirements were being met. The service was reminded of the need to notify the Ministry when a referral to a specified agency is made.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
changing, hygiene, behaviour management, and staff turnover. There was also a dispute over fees and concerns over a referral the service made to Oranga Tamariki.			
Complainant alleged that the service was not meeting ratios, claimed for children who did not attend, and put staff on the roster who were not working.	Investigated	Not Upheld	The Ministry found the service was meeting ratio requirements.
Complainant alleged that the service was claiming for children not attending the service.	Investigated	Not Upheld	An audit found no evidence to support the complaint. No further action required.
Complainant felt bullied by service who requested an additional referee, despite having worked at the service for a considerable time. Complainant stated they would resign from the service and alleged that service would be in breach of ratio and qualification requirements at this time.	Investigated	Not Upheld	The Ministry investigated the complaint and the service was found to be meeting ratio requirements. The concerns around employment practices fed into a wider service provider investigation.
The complainant alleged that service was not meeting ratio and qualification requirements.	Investigated	Not Upheld	The Ministry found the service was meeting ratio requirements.
Complainant was unhappy that the service continued to operate during a power outage using candles in place of lights.	Investigated	Not Upheld	The service advised the Ministry that they continued to operate without power for a short period of time. A full assessment of the service was carried out and no breaches were identified.
Complainant raised a number of concerns around sleep practices, food, and hygiene. They also alleged ill-treatment of children by some staff.	Investigated	Not Upheld	The Ministry investigation found no evidence of any breach. NZ Police and Oranga Tamariki were informed of the complaint but did not pursue an investigation.
Complainant concerned about service's management of staff ratios.	Investigated	Not Upheld	The Ministry investigated the complaint and found the service was meeting ratio requirements.
Complainant concerned that staff at the centre may have been using drugs during hours of operation.	Investigated	Not Upheld	The Ministry investigation did not find any evidence of a regulatory breach. The investigation found that the complaint was a false allegation and a referral was made to the Teaching Council against the complainant.
Complainant alleged a child was made to sit in a chair as a form of behaviour management. Complainant also concerned service not compliant with adult:child ratio requirements and had employment matter concerns.	Investigated	Not Upheld	The investigation found that that the service was not in breach of ratio requirements and there was no evidence to substantiate ill treatment. Advice and guidance was provided to the complainant about employment concerns.
Complainant alleged that there are no qualified teachers in some areas of the service and that the service is not meeting ratio requirements.	Investigated	Not Upheld	The Ministry found the service was meeting ratio requirements. Concerns have fed into a wider service provider investigation.
Complainant alleged service breached their privacy after they withdrew their children from the service.	Investigated	Not Upheld	The investigation found no evidence of a privacy breach. Other areas of non-compliance were identified when Ministry staff visited the service, which have since been rectified.
Complainant alleged service breached adult:child ratios, provided inaccurate information about fees to parents and failed to implement its complaints procedure. Complainant also concerned staff bullied by management.	Investigated	Not Upheld	The initial Ministry investigation found no evidence of non-compliance. The Ministry continued to review the service's attendance records and provide support.
Complaint that more than four children are attending a homebased service and parents were being asked to sign for hours children have not attended.	Investigated	Not Upheld	The Ministry investigated the complaint and found no evidence to substantiate the complainant's concerns. The service is now under new management.
Complainant alleged service cancelled a child's enrolment following a three week absence and because of behavioural issues.	Investigated	Not Upheld	Ministry staff worked with the service and the family to support the child's re-enrolment. The service offered to re-enrol the child but the complainant opted to find alternative provision. The Ministry supported the child's transition into the new service.
Complainant concerned as a child alleged that a teacher hit the child.	Investigated	Not Upheld	The Ministry found the service had managed the issue with the child's parent who were satisfied that no hitting occurred and happy with the response.
Complainant alleged service was in breach of adult: child ratio requirements and children were not adequately supervised by staff.	Investigated	Not Upheld	The Ministry investigation found that the service was compliant with required adult:child ratios. No further action was required.
Complainant alleged that sexualised behaviour had occurred between two children at the service. The complainant was not happy with response from service when they complained.	Investigated	Not Upheld	The allegation was referred to Oranga Tamariki and the New Zealand Police for investigation. Oranga Tamariki found that the allegation was unsubstantiated. The Ministry was satisfied by the service's investigation but also provided professional learning and development to the service. The complainant removed their child from the service.
Complainant was unhappy with how their complaint was managed and considered that the service failed to follow its complaints procedure. They also expressed concern that teaching strategies were not consistently implemented across the service.	Investigated	Not Upheld	The Ministry held a meeting with the service and reviewed documentation and found that the service had followed its complaints procedure. The service was already working to embed consistent teaching practice across the service.
Complainant unhappy how they were spoken to by the manager of the service in front of children. They also allege that they were not informed of accidents and incidents that occurred at the service.	Investigated	Not Upheld	An investigation found no breaches at the service.
Complainant is concerned about ratios, supervision, and staff turnover.	Investigated	Not Upheld	The Ministry investigation of the issues did not identify any breaches.
Complainant is concerned that the food served is not appropriate for the age group of the children and concerned with the quality of the food provided.	Investigated	Not Upheld	The Ministry investigation found the service had reviewed their menu and no breaches were identified.
Complainant concerned about food not being given to children, nappies not being changed regularly, and poor behaviour management practices. Complainant also concerned about attendance records.	Investigated	Not Upheld	Complaint was investigated and no breaches were identified. No further action required.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complaint about fees charged for 20 hours ECE.	Investigated	Not Upheld	The Ministry reviewed documentation and found that no breach was evident.
Complainant raised concerns about ongoing incidents and illnesses occurring at the service, alongside concerns with supervision.	Investigated	Not Upheld	The Ministry investigated and found no breaches with regulatory standards evident.
Complainants were concerned about their child after making a complaint to the service about bullying that they felt was not dealt with adequately.	Investigated	Not Upheld	The Ministry investigated the complaint and reviewed the services response. The Ministry found that the service had followed all policies and procedures. No non-compliance was identified and the service elected to further improve staff practice through engaging in PLD.
Complainant is unhappy with fees charged since child turned three.	Investigated	Not Upheld	Investigation showed no breach of the 20 hour funding rules. This was an optional charge and was clarified with the complainant.
Complainant was concerned about a services employment practices following a stand down while an investigation was conducted by the service provider.	Investigated	Not Upheld	The service remedied the situation directly with the complainant and no further action was required by the Ministry.
Concern that a person responsible was not providing adequate support to an educator.	Investigated	Not Upheld	The Ministry investigated and found no breaches.
Complainant concerned about service's employment practices and complaints process.	Investigated	Not Upheld	The Ministry investigated the complaint and identified no evidence of regulatory non-compliance.
Complainant concerned that educators are providing education and care to more than four children, multiple educators are working from one home and the service is in breach of person responsible requirements. Complainant also alleged that the service was falsifying records.	Investigated	Not Upheld	The Ministry investigated the complaint, visited the service and assessed all relevant documentation. No evidence of a regulatory breach was determined. The service is now under new management.
Complainant concerned that educators were providing education and care to more than four children and alleged poor employment practices and misappropriation of funding was occurring.	Investigated	Not Upheld	The Ministry investigated the complaint and reviewed all relevant documentation. No breach of regulated standards was identified. The service is now under new management.
Complainant concerned that there were no certificated teachers on duty at drop off.	Investigated	Not Upheld	The Ministry investigated the complaint, which determined that no breach of regulated standards had occurred.
Complainant has concerns about the service owner's behaviour after receiving notification of her child's impending enrolment cancellation due to fees owed.	Investigated	Not Upheld	The Ministry worked closely with the service and the complainant. No breaches were identified.
Complainant concerned about verbal abuse by teachers against children, and had health and safety concerns with some of the outdoor facilities.	Investigated	Not Upheld	The Ministry investigation found no breaches.
Complainant concerned about child's health and safety due to injuries sustained to the mouth and head while attending the service.	Investigated	Not Upheld	Ministry investigation found that the service's supervision, health and safety and illness reporting procedures were compliant with licensing standards. No regulatory breach identified.
Complainant concerned about behaviour management at the service in relation to two children.	Investigated	Not Upheld	Ministry met with the service and was satisfied with the service's behaviour management response. The service worked through one of the child's individual development plan with the complainant to resolve concerns.
Complainant alleged that a staff member at the service was unsafe to be around children.	Investigated	Not Upheld	The Ministry found the allegation was unsubstantiated. The service took out a trespass order against the complainant due to their behaviour.
Complainant concerned about her child being bitten, attitude of teachers, curriculum, and the management of collection of fees.	Investigated	Not Upheld	An investigation found no breaches at the service.
Complainant concerned about a head teacher's approach to assessment of risk in terms of health and safety, supervision, provision of learning experiences and behaviour management.	Investigated	Not Upheld	An investigation found no breaches at the service.
Complainant was unhappy about how the service had managed a biting incident.	Investigated	Not Upheld	Service tried unsuccessfully to meet with complainant who refused. The Ministry investigated and considered that the service had appropriate measures in place.
Complainant concerned about a service's lack of communication to parents regarding illness and supervision at the service.	Investigated	Not Upheld	The Ministry investigated the complaint and reviewed all relevant policies and procedures. No regulatory breach was identified.
Complainant unhappy after photos were posted of their child on social media and the service responded negatively to these concerns.	Investigated	Not Upheld	The Ministry found that the service was not in breach of regulatory requirements however they made changes to their policies to alleviate the concerns of the complainant.
Complainant concerned about bullying and discriminatory behaviour occurring between adults occurring at the service.	Investigated	Not Upheld	Advice and guidance was provided to support the service to review their complaints policy and procedures. The investigation found that the service was meeting all regulatory requirements.
Complainant concerned about ratios and supervision.	Investigated	Not Upheld	Ministry investigation found that the service was meeting required staff ratios and supervision requirements.
Complainant concerned about supervision of children on playground equipment and communication with parents.	Investigated	Not Upheld	Ministry investigation found no evidence of regulatory breach. Advice and guidance was provided to the service to strengthen communication with parents.
Complainant unhappy about how a service responded to their complaint regarding fees.	Investigated	Not Upheld	The Ministry could not substantiate the complainant's claims that the service had responded inappropriately. The Ministry also reviewed the service fees policy and found no regulatory breaches. Concerns have fed into a wider service provider investigation.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant concerned about service's ability to meet child's learning needs, implementation of illness management procedure and administration of medication.	Investigated	Not Upheld	The service worked with the child and their whānau to address the child's learning support needs. Ministry investigation found that the service had followed all due processes and no breach of regulatory requirements had occurred.
Complainant concerned that school-aged children were present at a service during the school holidays.	Investigated	Not Upheld	The Ministry provided advice and guidance to the service to ensure compliance with regulatory standards. The complainant did not wish to pursue the complaint further.
Complainant alleged that the service was not meeting ratio requirements, claiming for children who did not attend and staff were put on rosters when not working.	Investigated	Not Upheld	The Ministry found the service was meeting ratio requirements. Concerns have fed into a wider service provider investigation.
Complainant concerned about level of indoor noise at a service.	Investigated	Not Upheld	The Ministry investigation found the noise level was not above the volume expected for the licensed space but asked the service to monitor ongoing noise levels. The service subsequently developed a noise management policy to ensure all staff were aware of best approaches to minimising potentially unacceptable noise levels in the future.
Complainant raised concerns about the service's supervision practices following their child's hair and trousers being cut and a skipping rope getting tangled around their neck/body while skipping. The complainant also raised concerns about the service's health and safety practices after another child's soiled clothes were placed in their bag.	Investigated	Not Upheld	The Ministry investigation did not identify any breaches of regulatory standards. A teacher was present when the child became tangled with the skipping rope and was supported immediately. However the service identified areas of practice that they could improve.
Complainant concerned service provided inaccurate information about a child in a report to a third party.	Investigated	Not Upheld	Ministry staff reviewed the services policies and procedures related to communication with parents and whānau, and child protection. Advice and guidance was provided to the service about participating in further professional development and reviewing their child protection policy and procedures. The investigation found no evidence of regulatory breaches.
Complainant concerned about a service's supervision practices after a child sustained an eye injury.	Investigated	Not Upheld	The Ministry investigated the complaint and reviewed all relevant policies and procedures. No evidence of regulatory non-compliance was identified.
Complainant had concerns about a services bullying behaviour towards the complainant, also concerns around teacher practice and supervision on excursions.	Investigated	Not Upheld	The Ministry reviewed the service's investigation of the complaint. There were no breaches identified.
Complainant was concerned that the service was continuing to count their qualifications to meet ratio requirements following their resignation.	Investigated	Not Upheld	The Ministry investigated the complaint and found that the complainant's qualifications were not being used to meet ratio requirements.
Complaint about adult: child ratios.	Investigated	Not Upheld	The Ministry investigation found no breach. However other issues regarding curriculum and behaviour management were identified and remedied.
Complainant alleged that a teacher at the service was frequently aggressive towards children including incidents of shouting.	Investigated	Not Upheld	The Ministry investigation did not identify a breach of regulatory standards. The service engaged in additional SELO PLD to strengthen practice. The service also conducted an internal investigation and provided additional support to the staff member concerned to improve their teaching practice.
Complainant raised concerns about a lack of supervision, poor quality interactions and engagement between teachers and children. The complainant also alleged that children's nappies were not changed, children were left to cry and there was insufficient supervision in the sleep room.	Investigated	Not Upheld	The Ministry investigation did not identify any breach of regulatory standards. The investigation found that the complainant had made a false complaint. The Teaching Council was notified of the outcome, as the complainant was employed by the service.
Complainant is unhappy with the service after they allowed another family member to pick up the child.	Investigated	Not Upheld	The investigation found the service was correctly implementing the family's custody arrangements at that time. No further action required.
Complainant alleged that a teacher hit and restrained their child. Complainant also concerned that they were not informed about a number of incidents their child was involved in at the service and the complainant was asked to remove their child from the service.	Investigated	Not Upheld	The Ministry investigation found that the teacher had appropriately separated the child from other children. The Ministry provided advice to the service to strengthen their incident notification practices and offered additional SELO PLD support.
Complainant believes that they were discriminated against by the service and experienced rude and unprofessional treatment after their child's name could not be found on the waiting list for placement at the service.	Investigated	Not Upheld	The Ministry investigated the complaint and was satisfied the service had followed appropriate procedures. The service contacted NZ Police in response to the complainant's behaviour. Attempts to further contact the complainant were unsuccessful.
Complainant was concerned about climbing equipment.	Investigated	Not Upheld	Ministry contact with the service resulted in the equipment being removed while awaiting confirmation on compliance with safety standards. The equipment has now been reinstated.
Complainant concerned about the transport van that takes children to and from the service. Particularly, complainant alleged there was only one adult who was not a qualified teacher present.	Investigated	Not Upheld	Investigation found that the service had a written agreement with each child's family surrounding conditions of transport and was not in breach of any requirements.
Complainant concerned about the service's fee structure.	Investigated	Not Upheld	The Ministry investigation found that the service was not in breach of regulatory requirements. The Ministry recommended improvements to how they communicated their fee structure and to ensure the information on their enrolment form and website matched.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complaint about nappy changing procedure and supervision, lack of access to resources and children spending most of the day outside. Children allegedly are not able to move inside when other children are sleeping.	Investigated	Not Upheld	The Ministry investigation found the service had undertaken a review of policies and procedures related to sleep and nappy changing and was compliant with regulated standards.
Complainant alleged that a service is using inappropriate teaching practices and leaving medication in children's reach. The complainant also raised concerns about the sleep room being overcrowded and experienced staff acting unprofessionally towards others.	Investigated	Not Upheld	The Ministry found the service had instigated a review in response to concerns to strengthen sleep policies and food practices. No regulatory breaches were evident.
Complainant is unhappy after the service halted skype communication between the complainant and their child.	Investigated	Not Upheld	The Ministry investigation identified that the service was following their child protection policy and acted appropriately in the circumstances.
Complainant alleged that a child had been molested while attending the service.	Investigated	Not Upheld	The NZ Police and Oranga Tamariki investigated the complaint and found no evidence to substantiate the allegation. Oranga Tamariki continue to work with the family concerned.
Complainant alleged that the service has more children than their licence allows and ratios are not maintained.	Investigated	Not Upheld	An investigation found no breaches in ratios or maximum numbers at the service.
Complainant believed that a staff member at the service was not who she said she was.	Investigated	Not Upheld	The Ministry investigation found the complaint to be unsubstantiated. No further action required.
Complainant concerned about fees charged by a service.	Investigated	Not Upheld	The fee schedule regarding 20 hours ECE was provided to parents and was assessed as meeting funding rules. No further action required.
Complainant concerned that asbestos was discovered at the service and parents were not informed promptly that children were exposed to it.	Investigated	Not Upheld	The Ministry investigation found parents had been informed of asbestos but had not received the report from the company that assessed it. Service was relocated during removal of asbestos. The company that removed the asbestos assured the parents that there was very little risk to their children. WorkSafe were informed and included in discussions in relation to this issue.
Complainant was unhappy with how one of the teachers was treating their child, and with how the service treated the complainant upon raising these concerns.	Investigated	Not Upheld	The Ministry investigation found the service had followed all internal processes to accommodate the complainants concerns and no regulatory breaches were evident.
Complainant alleged service was committing fraud.	Investigated	Not Upheld	The Ministry investigation identified no evidence of fraud. No further action required.
Complainant concerned that child was cold and hungry when picked up from the service. The complainant raised these concerns with the service and felt they were not taken seriously. The complainant also raised concerns about sleeping arrangements.	Investigated	Not Upheld	The Ministry investigation found no evidence of a regulatory breach. The service also conducted an internal review and identified opportunities to further strengthen their policies and procedures as well as their communication with parents.
Complainant informed the Ministry that a child was excluded from the service. Complainant also raised concerns that the service had failed to support the child's development plan.	Investigated	Not Upheld	The Ministry investigated and found that the service's enrolment policy was clear. The Ministry was satisfied that the service had tried to manage the issue effectively with the complainant. Ministry learning support staff also provided advice and guidance.
Complainant alleges that a service was failing to meet ratio and supervision requirements.	Investigated	Not Upheld	The Ministry investigated the service and found no evidence of a regulatory breach.
Complainant alleged that service was committing fraud.	Investigated	Not Upheld	An investigation of the service's enrolment records found no evidence of fraud. Support was provided to the service as some records were not completed correctly.
Complainant concerned about ratios, lack of parental partnership opportunities and curriculum delivery including a lack of learning stories. Complainant also concerned that service did not follow request for a child not to participate in water play.	Investigated	Not Upheld	The Ministry investigation did not identify any breaches of the regulatory standards.
Complainant concerned about understaffing at the service.	Investigated	Not Upheld	The Ministry investigation found no evidence of a breach.
Complainant concerned about how a service was managing a child's transition to school.	Investigated	Not Upheld	The Ministry investigation found that the service had managed the transition appropriately however they acknowledged that they could have communicated better with the complainant. An apology was given to the complainant and they are continuing to support the child through the transition period.
Complainant alleged that the service was providing poor quality care, in breach of ratio requirements and was committing fraud.	Investigated	Not Upheld	The Ministry investigation found no evidence of any breach. No further action required.
Complainant raised concerns after child had a number of accidents while participating at the service.	Investigated	Not Upheld	The Ministry investigated the complaint and assessed the learning environment. The service's accident records and internal investigation process were also reviewed. No evidence of a regulatory breach was identified. No further action required.
Complainant concerned that there is not a designated sleep area. When children are sleeping those who are not sleeping are unable to remain inside or go inside.	Investigated	Not Upheld	An investigation found no evidence of a breach. The Ministry was satisfied with the sleeping area for under-2s and provisions for over-2s, as well as the service's sleeping policies.
Complainant raised concerns regarding supervision, inappropriate use of resources by children, and an incident where a child was hit on the head by another child.	Investigated	Not Upheld	The Ministry found the service had conducted a review of their procedures and processes and undertook observations of the complainant's child, no breaches were evident. The complainant was satisfied with the service's response.
Complainant alleged that a child was subjected to abuse while at the service.	Investigated	Not Upheld	The Ministry's assessment of the service's investigation found that the complainant's allegations were unsubstantiated and no breach of regulatory requirements was evident. Oranga Tamariki had also been contacted.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant alleged that they were unfairly treated in a payment dispute.	Investigated	Not Upheld	The service was not found to be in breach of regulatory requirements. The complainant was referred back to the service's complaints procedure as the complaint was outside of the scope of the Ministry's regulatory requirements.
Complainant concerned about employment practices at the service and alleged falsified and incomplete records.	Investigated	Not Upheld	Ministry investigation found no evidence of the issues raised in the complaint. No further action taken.
Complainant alleged that children were left in wet clothing, disciplined inappropriately, and not supported in their toilet training. They also alleged that not enough staff were present.	Investigated	Not Upheld	The Ministry investigation found the allegations could not be substantiated. No further action required.
Complainant concerned about not being directly informed of their child's irregular breathing while sleeping.	Investigated	Not Upheld	The Ministry investigated the complaint and the service conducted an internal review of their procedures. The Ministry investigation did not identify evidence of non-compliance.
Complainant was unhappy about how the service explained its fee policy.	Investigated	Not Upheld	The Ministry investigation found the service was not in breach of funding rules and no further action was required.
Complainant heard teacher mention that they would not meet ratios.	Investigated	Not Upheld	The service was meeting ratio requirements and the supervision plan was satisfactory.
Complainant raised concerns about a service not providing their child with sufficient fluids and insufficient ratios. Complainant has also made a complaint to the service and removed the child from the service.	Investigated	Not Upheld	The Ministry investigated the complaint and reviewed the service's incident documentation, which demonstrated that the child had access to fluid at the service. The service made changes to their practice to ensure all infants have primary caregivers in place and that ratios are maintained.
Complainant is unhappy about supervision at the service after a number of children had their hair cut by another child at the service.	Investigated	Not Upheld	The Ministry investigation did not identify any breaches to supervision requirements. However the service took the opportunity to review and update supervision and complaint and incident response policies with their teaching team and parents.
Complainant is unhappy about his children having food taken from them.	Investigated	Not Upheld	The Ministry found no breach evident, however the service reviewed their practice and made changes. They also implemented a process to allow collaboration with parents to ensure their views are sought and respected.
Complainant concerned that the service deliberately attempted to prevent a child eating food supplied by the complainant during a celebration.	Investigated	Not Upheld	Ministry found the service had responded to the complainants concerns to the complainant's satisfaction.
Complainant alleged person working at a service had a previous conviction for child abuse.	Investigated	Not Upheld	The Ministry investigated the complaint and sought advice from NZ Police regarding the person's suitability to work with children. While it was determined that the person concerned was not prohibited from being around children, the service provided assurance to the Ministry that a supervision plan was in place to ensure the person was supervised at all times while present in their capacity as a volunteer.
Complainant concerned about service's health and safety practices, supervision policy, inadequate incident reporting and communication with parents.	Investigated	Not Upheld	The Ministry investigation found no regulatory breach in relation to the complaint. However, additional areas of non-compliance were identified during the investigation and the service continues to be monitored by the Ministry while improvements are made.
Complainant unsatisfied with service's fee structure and enrolment policy.	Investigated	Not Upheld	The Ministry investigated the complaint, reviewed the service's policies and procedures and provided advice and guidance to the service to strengthen communication with parents. No regulatory breach identified and no further action was required.
Complainant concerned as they were asked to help the service meet ratios prior to being safety checked. The complainant also had health and safety concerns.	Investigated	Not Upheld	The Ministry investigation found no breaches at the service.
Complainant is concerned that her neighbour is operating an illegal childcare service.	Investigated	Not Upheld	The Ministry found the neighbour was a qualified educator with a licensed service.
Complainant concerned fraudulent practices may be occurring at the service.	Investigated	Not Upheld	No evidence of over claiming was identified following investigation.
Complainant alleged physical and verbal abuse was occurring at a service as a staff member had physically dragged a child from the mat and spoken poorly to children. Complainant also raised concerns about supervision practices at the service.	Investigated	Not Upheld	The Ministry investigated the complaint and reviewed staff statements and relevant policies and procedures. The investigation did not identify any evidence to substantiate the allegations and found that the service provider had followed their centre policies, procedures and HR processes. The service identified areas of improvement and engaged in further PLD.
Complainant is not happy with how a service responded to request to change enrolment, and unhappy with how an accident that resulted in a child's broken arm was managed.	Investigated	Not Upheld	The Ministry investigated the complaint, reviewed all relevant documentation and found the service had acted appropriately including notifying WorkSafe. No further action required.
Complainant alleged staff member was using drugs while child was present.	Investigated	Not Upheld	The child was removed from the service while the Ministry and the service provider conducted separate investigations. This included visits to the premises to observe the learning environment and interviews with other staff employed by the service provider. Both investigations found the allegation to be unsubstantiated and the Ministry was satisfied with the actions taken by the service provider to address the complaint.
Complainant alleged bullying was occurring between staff at the service. Complainant also raised concerns about ratios, broken equipment and poor hygiene practices.	Investigated	Not Upheld	The Ministry investigated and no evidence of a regulatory breach was identified. The complainant was referred to another organisation for support with employment concerns.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant concerned about service's ability to manage bullying between children, supervision practices and communication with parents.	Investigated	Not Upheld	The Ministry investigation found that the service was not in breach of regulatory standards and had implemented a number of strategies to support the child's development, which included a referral to Ministry learning support staff.
Complainant raised concerns about ill-treatment of children, bullying between staff, a lack of mentoring and appraisals, shouting and yelling occurring between a teacher and their school age child during licensed hours and medication not being administered.	Investigated	Not Upheld	The Ministry investigation could not substantiate the allegations of ill-treatment. The Ministry reviewed relevant policies and procedures and did not identify any breach of regulatory standards. No further action required.
Complainant witnessed a child being yelled at by a staff member and raised concerns about teaching strategies and behaviour management practices used by staff at the service.	Investigated	Not Upheld	The Ministry investigated the complaint and reviewed all relevant policies and procedures. This included a review of the service's incident reports, child protection policy, and supervision plan and health and safety procedures. The investigation found no evidence that regulatory standards had been breached.
Complainant has concerns about fees.	Investigated	Not Upheld	The Ministry found that no breaches were evident in relation to the fees being charged.
Complainant unhappy after the service advised that a child could not attend over the holiday period. The complainant also alleged the service tried to vary the child's enrolment agreement to require the child to attend full time.	Investigated	Not Upheld	The Ministry investigated the complaint. A new owner had taken over the service and provided assurance that the complainant's concerns did not reflect standard practice and that this would be communicated with all staff.
Complainants have concerns about a staff member being abusive towards staff and children, inadequate transitions for children, no non-contact or appraisals, medicine not administered, school age child of staff member on premises during licensed hours, and disruptive behaviour.	Investigated	Not Upheld	The Ministry investigation could not substantiate the allegations of ill-treatment. The Ministry reviewed relevant policies and procedures and did not identify any breach of regulatory standards. No further action required.
Complainant advised child was unable to continue participating in the service without additional funding for one on one support.	Investigated	Not Upheld	The Ministry investigated the complaint and met with the service provider to follow up on concerns raised by the complainant. While no evidence of regulatory non-compliance was identified the service was provided with professional development to strengthen behaviour management practices. In the interim the Ministry worked with the child and their family to find an alternative source of provision and the child was offered places in two local services. The child is now attending a new service that is well placed to meet their needs.
Complainant concerned about a service placing a temporary barrier between two rooms which children can climb over. Complainant considers that adequate supervision would be a preferable alternative.	Investigated	Not Upheld	The Ministry requested documentation from the service, and the service noted that they intended to put a permanent barrier in place. The complainant is working directly with the service's management committee and the Ministry continues to monitor progress.
Complainant has numerous concerns about a service following a change in management. Concerns include supervision, accidents and notification of accidents to parents, children fighting, staff leaving the service, curriculum delivery, lack of te reo, poor learning opportunities, poor communication about children's learning, hygiene, bullying of staff. Complainant has removed their child from the service.	Investigated	Not Upheld	The Ministry investigated the complaint and did not identify any breaches of regulated standards.
Complainant unhappy that another family complained about them to the service.	Investigated	Not Upheld	The Ministry investigation found that the service had followed their complaints procedure and no regulatory breach was evident.
Complainant concerned that a person was employed by a service who had a previous conviction for sexual offending. Complainant also made separate allegations of fraud.	Investigated	Not Upheld	The Ministry investigation found that the person's hours of employment were outside the service's licensed hours of operation and would not have contact with children. The investigation found no evidence of fraud.
Complainant concerned that service did not follow their procedures to ensure children's safety following multiple biting incidents by another child.	Investigated	Not Upheld	The Ministry investigated the complaint and requested documentation from the service. The investigation found that the service had followed appropriate processes and procedures. No further action required.
Complainant concerned about the temperature at the service after an air con unit was removed.	Investigated	Not Upheld	The Ministry worked with regional public health to provide advice on best measures to manage the heat. The Ministry was satisfied with the services management of the high temperatures.
Complainant is concerned about ratios, supervision, and children leaving the service unaccompanied.	Investigated	Not Upheld	An investigation found no breaches at the service.
Complainant alleges that a teacher at the service was rude to some parents. Complainant alleges that teacher said the complainant should remove her child from the service.	Investigated	Not Upheld	The Ministry investigated the complaint and reviewed the service's incident notification documentation. The investigation found no evidence of a regulatory breach.
Complainant had concerns about ratios and falsification of records.	Investigated	Not Upheld	The Ministry visited the service and at that time the service was above regulated ratios. The investigation found no breaches of the regulations. A review of documentation resulted in a referral to audit, which the Ministry will continue to monitor.
The complainant was unhappy with changes that the service made to their fee structure which has resulted in a need to change hours that their child attends.	Investigated	Not Upheld	The service was not in breach of regulated standards but made changes to their enrolment form to provide greater clarity.
Complainant is unhappy about a service's behaviour management practices, and how the service managed the complainant's concerns.	Investigated	Not Upheld	The complainant removed their child from the service and did not want to pursue the complaint. The Ministry continues to provide support in terms of positive behaviour guidance.
Complaint that a teacher was alleged to have slapped children and a child's ear lobe was injured.	Investigated	Not Upheld	Oranga Tamariki and NZ Police were notified of this incident. The agencies determined there was not sufficient evidence to substantiate the allegations and progress the complaint further. The service's investigation also could not substantiate the allegations which was communicated to the complainant.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant raised a range of concerns about the practices of a homebased provider, including ratios, unsafe shelving, safety checking practices and poor curriculum delivery.	Investigated	Not Upheld	The Ministry could not substantiate the complainant's concerns and no breaches were identified. The service is subject to ongoing monitoring.
Complainant concerned that school-aged children are attending a holiday programme at the service, high staff turnover, non-qualified staff opening service, poor resources available for children and poor accident management processes.	Investigated	Not Upheld	The Ministry did not find any evidence of non-compliance and no further action was needed.
Complainant raised concerns over behaviour management, yelling at children, immobilising children at mat time, child taken outside while crying and teachers shaming children who have soiled themselves.	Investigated	Not Upheld	The Ministry investigation could not substantiate the complainant's concerns. The service is subject to ongoing monitoring.
Complainant concerned about poor teacher interactions with children, and behaviour management practices including withholding food for bad behaviour, using threatening voices and language, grabbing children by the hand, and not allowing children to choose their own activities.	Investigated	Not Upheld	A Ministry investigation was unable to substantiate the allegations and no breaches were evident. SELO PLD is being provided to the teaching team to help embed quality teaching practices.
Complainant raised concerns about how a service managed an incident involving sexualised play.	Investigated	Not Upheld	The Ministry investigated the complaint and reviewed all relevant documentation. No breaches were identified. Although the service undertook to review their supervision procedures. Oranga Tamariki is investigating the incident and the Ministry will reopen the complaint if warranted by the outcome from Oranga Tamariki.
Complainant raised concerns about service's supervision practices when a child's hair was cut by another child.	Investigated	Not Upheld	The Ministry investigation did not identify any breaches and the service resolved the issue directly with the complainant.
Complainant concerned about staff turnover at the service in part due to staff bullying.	Not Investigated		The Ministry contacted the complainant for further information required for an investigation, however no response was received and no further action taken.
Complainant concerned as no transition plan was put in place when teachers left the service and their child's behaviour has suffered as a result.	Not Investigated		The complainant informed the Ministry that the issue was resolved during a mediation organised by the Human Rights Commission.
Complainant concerned about other staff at the service alleging lazy and bossy behaviour.	Not Investigated		The Ministry found the service was working with an external employment agency to resolve the issue. No further action required by the Ministry.
Complainant unhappy with how the service managed a number of incidents where their child was bitten by another child.	Not Investigated		Complainant was advised to discuss the issue with the service and told to contact the Ministry if the issue was not resolved. No further correspondence was received.
Complainant is unhappy about the fees the service charges.	Not Investigated		Complainant wanted to resolve the issue themselves. Funding information was provided. No further correspondence was received.
Complainant concerned about injuries sustained by child while attending service and effectiveness of staff supervision.	Not Investigated		Ministry provided information to complainant to clarify requirements, roles and responsibilities. The complainant chose not to progress their concerns any further at this stage and no further action was taken.
Complainant is unhappy about changes to fees that the service is making.	Not Investigated		Complainant was provided with funding information. No further correspondence was received.
Complainant alleged numerous employment issues.	Not Investigated		The complainant was referred to MBIE as the issue related to an employment dispute.
Complainant concerned about health and safety, curriculum, bi-cultural practice, harassment by management, staff and parents. Also concerned about the lack of responsiveness from service to concerns raised.	Not Investigated		The Ministry requested further information from the complainant which was not received, complainant decided not to proceed with complaint.
Complaint about fees.	Not Investigated		Matter was resolved between complainant and the service before the Ministry could investigate.
Complaint about ratios for under-2s.	Not Investigated		Complainant was provided with information about ratios and preferred to work through the service's complaints process and was advised to contact the Ministry if unhappy with response. No further contact was received from the complainant.
Complainant concerned that the chairperson of the service was using drugs.	Not Investigated		The complainant was referred to the services complaints process as the person concerned was not involved in providing education and care to children.
Complaint that an educator had not been paid, and has been unable to contact the service provider.	Not Investigated		The service was suspended at the time the complaint was made. The licence was subsequently cancelled as part of a separate investigation. The complainant was informed that the licence was cancelled.
Complainant is concerned following a number of accidents that there are issues with supervision, and concern that the accident report has not been completed accurately.	Not Investigated		Complainant was advised to follow services complaints procedure and to come back to the Ministry if not satisfied with the response. Follow up communications to ensure complaint had been managed were not responded to.
Complainant alleged service was failing to meet staffing requirements.	Not Investigated		The Ministry clarified staffing requirements with the complainant. No further action required.
The complainant alleged that they are owed remuneration by the service.	Not Investigated		The complainant was referred to agencies that provide employment advice.
Complainant concerned about service not covering the sandpit and using bleach to disinfect the sandpit.	Not Investigated		The complainant was referred to the service's complaints procedure. The service and complainant agreed to change the cleaning procedure for the sandpit.

Complaints Summary	Investigation	Investigation Upheld	Action Summary
Complainant alleges exploitation of a migrant worker and non-compliance with employment law.	Not Investigated		The Ministry referred the complainant to the Ministry of Business, Innovation and Employment (MBIE) as the complaint related more directly to an employment matter aligned with MBIE's role.
Complainant concerned that service is charging for hours claimed under 20 Hours ECE.	Not Investigated		The complainant did not wish to pursue the complaint further. However, the service continues to be monitored by the Ministry.
Complainant had concerns about the fees being charged including optional charges.	Not Investigated		Complainant withdrew the complaint after the service contacted them to resolve the issue.
Complainant is unhappy with the amount of noise coming from the service, extended hours of operation following a change of service provider and is concerned there is only one toilet at the service.	Not Investigated		The complainant was referred to the service to discuss their concerns. No further contact was received from the complainant.
Complainant is concerned about service's fees policy.	Not Investigated		Complainant was referred back to the service's complaints process. No further correspondence was received from the complainant.
Complainant unhappy with how a service managed an employment matter regarding an issue concerning two staff members.	Not Investigated		Complainant was advised to raise concerns with the service.
Complainant concerned that the service was employing staff before their safety checks had been completed.	Not Investigated		The Ministry provided information about safety checking processes and the complainant offered to take their concerns to the service directly. The complainant was invited to come back to us if their concerns were unresolved. No further contact was received.
Complainant concerned about ratios, employment practices and children's transitions between rooms at the service.	Not Investigated		Complainant resolved matter directly with the service provider and did not require further assistance from the Ministry.
Complainant concerned that child was not dressed for outdoor conditions while at the service and was coming home in wet clothes. The complainant was also concerned about the service's toileting practice.	Not Investigated		The service worked directly with the complainant to resolve areas of concern and the complainant withdrew their complaint from the Ministry.
Complainant removed their child after service did not follow food allergy requirements agreed at enrolment. While the sibling of child remains at service the complainant is concerned about their health and safety also.	Not Investigated		Complainant was referred to the service's complaints process and agreed to work with the service to address concerns. The Ministry followed up with the complainant who was happy with how their concerns were being addressed.
Complainant was unhappy after her child was bitten twice by another child.	Not Investigated		The complainant was referred back to the service's complaints procedure in the first instance to provide the service with an opportunity to resolve the complaint. No further communication was received from the complainant.
Complainant had concerns about their child being bitten by another child.	Not Investigated		Complainant noted they would be speaking with the service and would contact the Ministry again if the issue was not resolved. The complainant resolved the issue directly with the service.
Complainant concerned about unprofessionalism of service manager.	Not Investigated		The complainant was referred back to the service's complaints procedure. No further communication was received from the complainant.
Complainant had numerous concerns regarding staffing and ratios, issues with hazard checks not being done, issues with person responsible, and excursions not meeting requirements.	Not Investigated		The Ministry found there was not enough information to progress an investigation.
Complainant had a number of issues with the service including concerns about food, nappy changing, clothing in cold weather, supervision, fees, and ratios.	Not Investigated		The issue was resolved between the service and the complainant to the complainant's satisfaction.
Complainant alleged that a staff member was bullied at a service by other staff.	Not Investigated		Concern was raised by a third party and efforts by the Ministry to seek further information to enable follow-up were unsuccessful.
Complainant unhappy with the service manager after an employment dispute.	Not Investigated		Complainant was advised to contact a number of organisations who could provide employment advice. No further action required.
Complainant is concerned with the removal of curriculum activities and changes to the timetable. Complainant also feels the service manager is intimidating parents.	Not Investigated		Conversations with the complainant identified there were no breaches to regulatory requirements and the complainant was concerned with the new approach being taken by the service. The complainant was provided with information about how they could be more involved with the Board of the service.
Complainants were unhappy with actions the Service's Board had taken in relation to the dismissal of the centre manager.	Not Investigated		As the issues were related to employment matters the Ministry provided advice on where to get support.
Complainant raised concerns about a service's supervision practices when a child's hair was cut by another child.	Not Investigated		The service resolved the complaint directly with the complainant. No further action required from the Ministry.
Complainant unhappy that her child had been excluded from certain activities after throwing a toy.	Not Investigated		Complainant was referred to the service's complaints process. No further correspondence was received.
Complainant concerned that a door at the service doesn't close properly.	Not Investigated		The complainant informed the Ministry that the service resolved the issue.