



Wellington South
PARENTS CENTRE

Wellington South Parents Centre

Complaints Procedure

Introduction

Childbirth Education and Parent Education are both integral parts of Parents Centre and we try to ensure our courses are of a high quality. If you have a concern or complaint about the course that you are attending there are a number of options open to you.

You may wish to write a comment on your course evaluation sheet. If you want to have a reply to your comment you will need to include your name.

Another option is to discuss the matter with the course facilitator. If the matter is minor she may be able to resolve the complaint.

If your complaint is serious or the measures already outlined do not resolve the complaint to your satisfaction you may put your complaint in writing to the Parents Centre President at:

Wellington South Parents Centre Inc.
PO Box 14-378
Kilbirnie
Wellington

You should receive a reply to your complaint within one month of receipt of the complaint.

If you need further assistance in resolving a complaint you are welcome to contact Parents Centre New Zealand Inc. at:

Chief Executive
Parents Centre New Zealand
PO Box 30-145
Lower Hutt

Ph 04 560 1992
Fax 04 560 1990