



Susan Bates
fyi-request-10597-a7750acd@requests.fyi.org.nz

Dear Susan

Thank you for your 24 June 2019 to the Ministry of Education requesting the following information:

In 2018 an inquiry was commissioned by MoE into the complaints processes at MOE concerning early childhood education.

Jan Adams completed this report and it was received by Iona Holsted in Jan or Feb 2019. I have been told several times that report is due to be released to the public, but it still has not been,

I would like to see this report, unedited, unredacted and unrevised, including the recommendations Summary, as soon as possible.

Your request has been considered under the Official Information Act 1982 (the Act).

One of our roles is to ensure that all licensed early learning services and certificated playgroups (early learning services) are meeting regulatory requirements to provide quality education and care.

Our management of complaints and incidents is one of a number of ways we identify whether an early learning service is continuing to meet regulated standards. As you are aware, in 2018, we commissioned an independent review of our early learning complaints and incidents management processes. This was led by an external reviewer, who considered our effectiveness at managing and responding to complaints and incidents in early learning.

A range of stakeholders participated in the review process, including representatives from sector peak bodies, relevant agency managers and key personnel / members of the public who have an interest in our complaints and incidents process.

The resulting report, *Sharpening the Practice – a review of the Ministry of Education's management processes for early learning complaints and incidents* (the report) was provided to the Ministry in early 2019.

I am releasing the report to you in part as **Appendix A** to this response. Some information has been withheld from the report under section 9(2)(ba)(i) of the Act to protect information subject to an express or implied obligation of confidence. I have identified no public interest considerations sufficient to outweigh the need to withhold that information.

Overall, the report identifies that our staff use day-to-day processes well when managing and responding to complaints and incidents in early learning. The review found that our staff take effective actions when responding to complaints and uphold our commitment to respond to all complaints seriously. I understand that Elspeth Maxwell has also provided you a summary of our responses to the recommendations set out in the report. It is also our intention to make both the report and the summary publicly available on our website in the coming days.

Please note, we proactively publish OIA responses on our website. As such, we may publish this response on our website after five working days. Your name and contact details will be removed.

Thank you again for your email. You have the right to ask an Ombudsman to review this decision. You can do this by writing to info@ombudsman.parliament.nz or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely



Katrina Casey
Deputy Secretary
Sector Enablement and Support