



05 APR 2016

Susan Bates
fyi-request-3684-b20ff02e@requests.fyi.org.nz

Dear Susan

Thank you for your email of 27 February 2016 to the Ministry of Education requesting the following information:

- I would like to know the number, nature and resolution of official complaints made by Early Childhood Teachers about centres (management, employment, regulation breaches, any other issues) and/or other teachers for each year over the period 2009 - 2015.*

We record all complaints made about early learning services and early learning providers in a database. The database does not specifically capture information on the complainant's relationship with a service, i.e. who has made the complaint, such as a teacher or parent. This enables complainants to remain anonymous should they wish.

For these reasons, I am refusing your request in its entirety under section 18(e) of the Act as the information you have requested does not exist.

A summary of annual complaints has been published on our website since 2013. The most recent information available is for complaints received in 2014, which can be found at <http://www.education.govt.nz/ministry-of-education/information-releases/early-childhood-education-ece-complaints-summary-2014/>. Information on complaints received in 2015 will be released later this year.

I trust you find this information helpful.

Yours sincerely



Katrina Casey
Deputy Secretary
Sector Enablement and Support