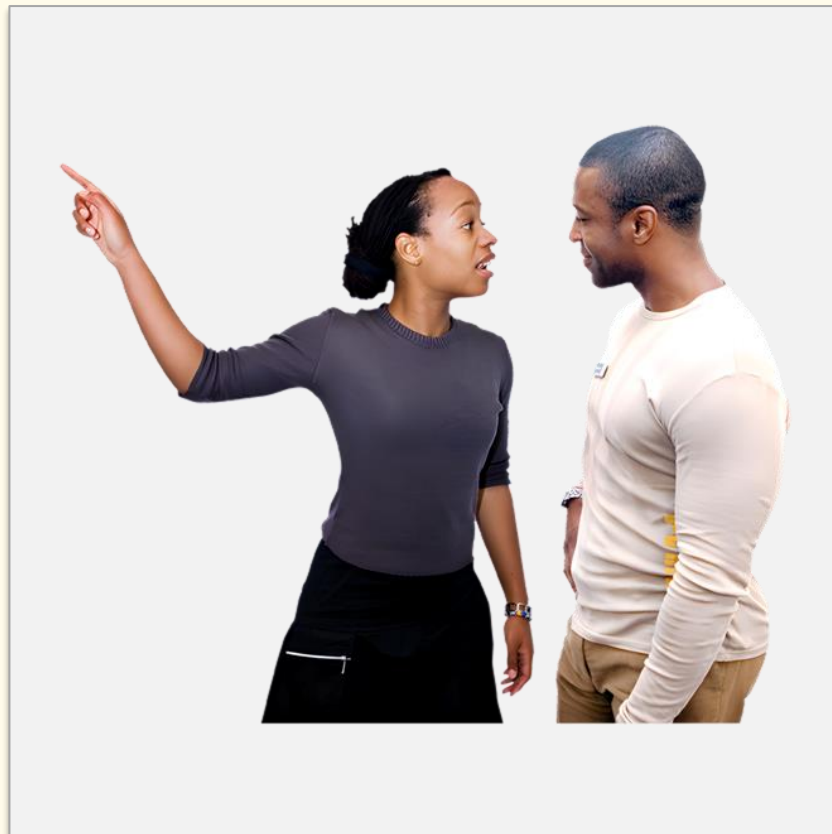




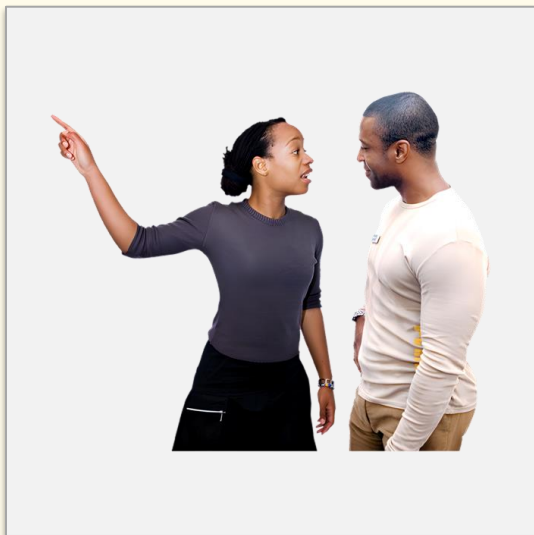
How to make a complaint about IDEA Services



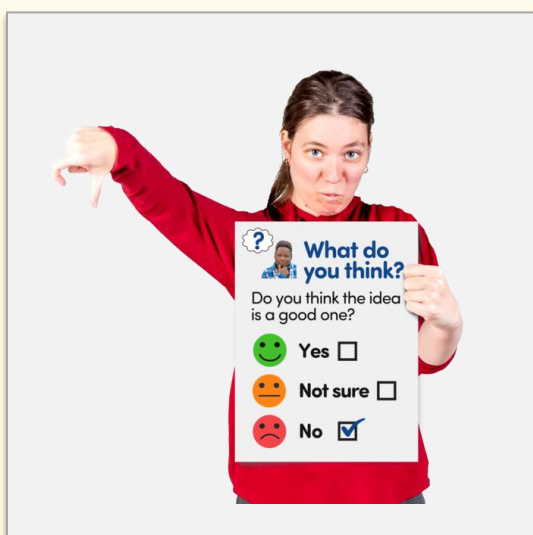
Complaints at IDEA Services



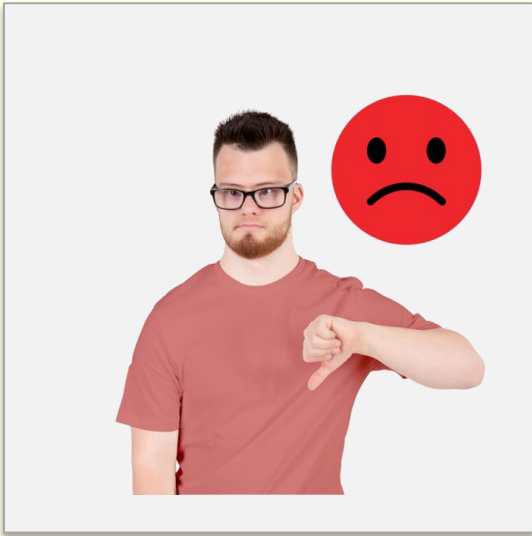
If you are unhappy with something at IDEA Services, you should talk to someone about the problem and making a **complaint**.



Making a **complaint** is when you tell someone that you are unhappy or that something is not right.



You can make a complaint about anything in IDEA Services.



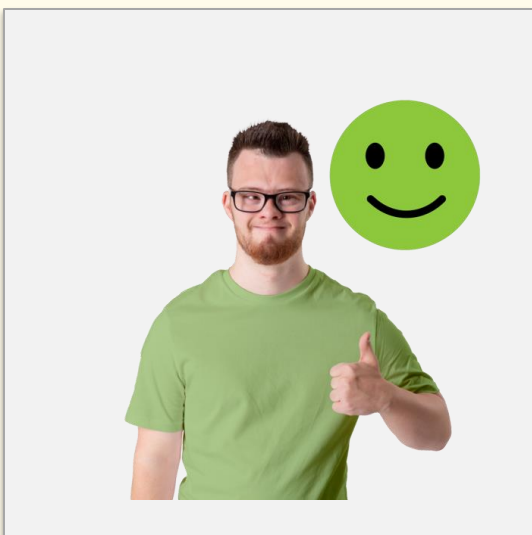
You can make a complaint about:

- The support you get
- Where you live
- What you do during the day
- Something someone did that you did not like.



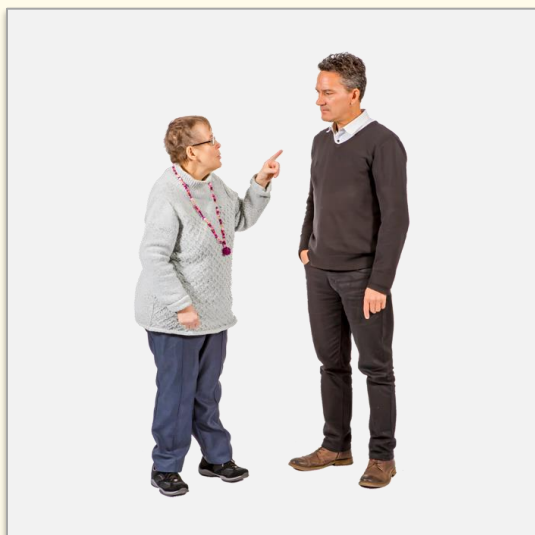
Making a complaint can help IDEA Services make things better.

When you tell us there is a problem, we will work to fix it.



IDEA Services will try to find a way to help you feel happy and safe.

How to make a complaint

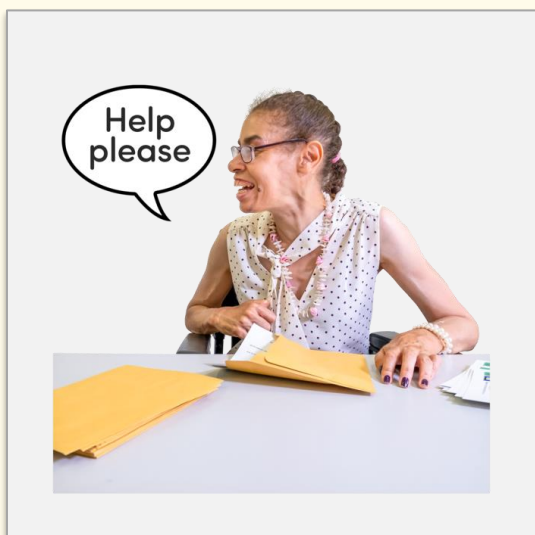


You can make a complaint by telling a manager or staff member at IDEA Services.



You can tell them by:

- Calling on the phone
- Sending an email
- Sending a text message
- Writing on My Complaint Form
- Talking to someone in-person.



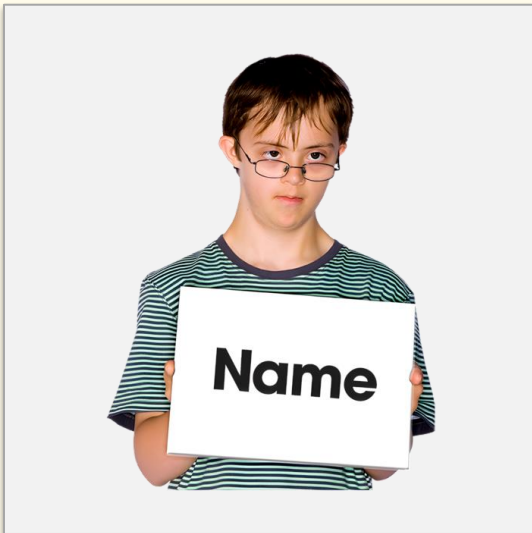
If you need support to make a complaint, you can ask:

- A support person or friend
- A family or whānau member
- An advocacy service.

Tell someone at IDEA Services



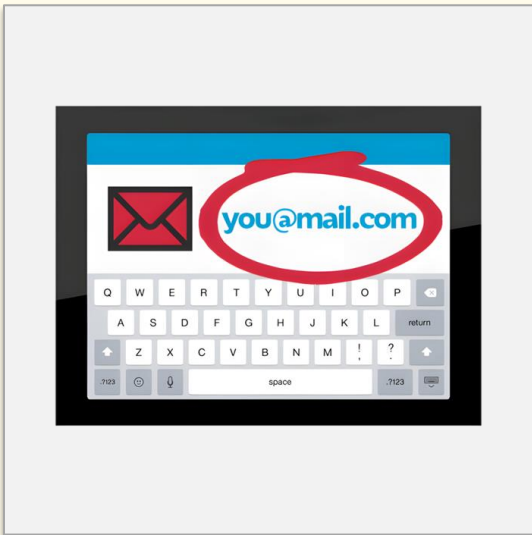
It is important to have the right contact information so that you can make a complaint.



The manager name is:



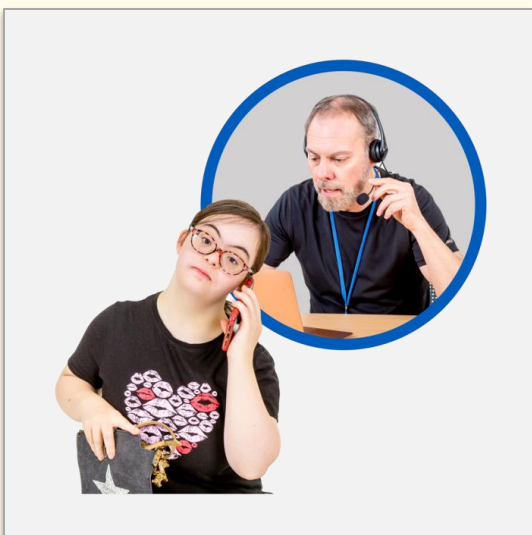
The manager phone number is:



The manager email address is:



The local IDEA Services branch address is:



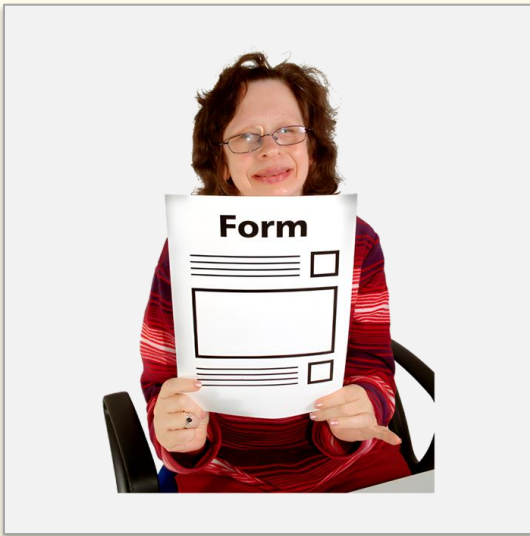
Or you can complain to the IHC National Office by:

- Calling 0800 442 442
- Emailing quality@ihc.org.nz
- Posting a letter to
- IDEA Services

PO Box 4155

Wellington 6140

Use My Complaint Form

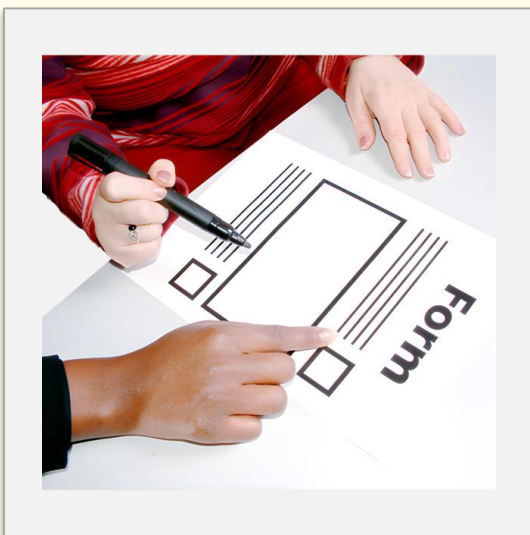


You can use My Complaint Form to tell IDEA Services about a problem.



On page 1 of My Complaint Form, you need to write:

- Your name
- Where you live
- The date today
- The best way to contact you.



You also need to write:

- What your complaint is
- What you want to happen
- If someone helped you or you filled the form by yourself
- Who you are giving the form to.

My Complaint Form

My name is  and I live at 

I'd like you to contact me by: Email Phone In Person
 Via an advocate/other support person

My complaint is:

This is what I would like to happen:

My signature: Today's date:

Did anyone help you report this complaint?
 I wrote this complaint
 Someone helped me and their name is...

I am giving this complaint to:

After a complaint to IDEA Services

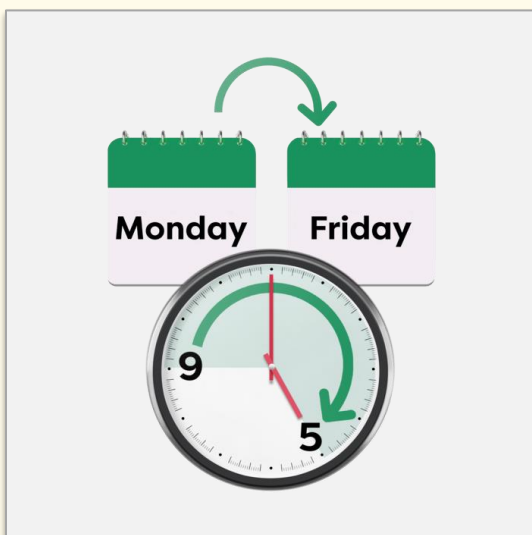


If you make a complaint to a manager or staff member at IDEA Services, they will work to fix the problem.



Someone at IDEA Services will tell you within 5 **working days** that:

- They got your complaint
- How long they think it will take to fix the problem.



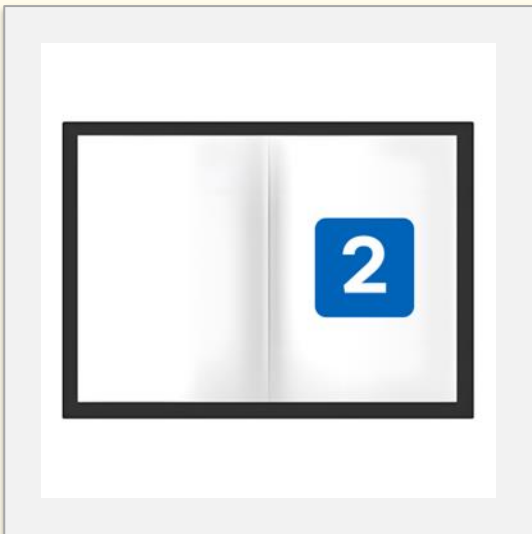
Office **working days** are:

- Monday through Friday
- Not weekends
- Not public holidays

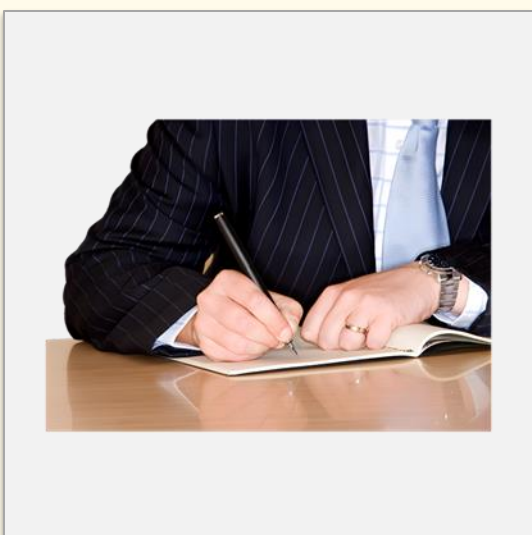


The manager might want to meet with you:

- To check you are okay
- To hear more from you.

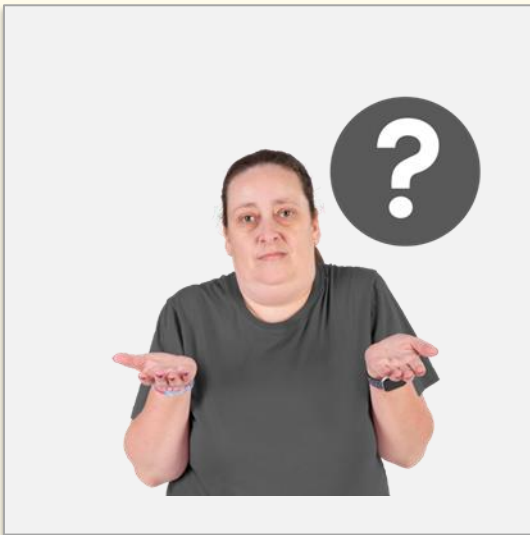


If you used My Complaint Form, you will get the Manager's Response on page 2 of the form.

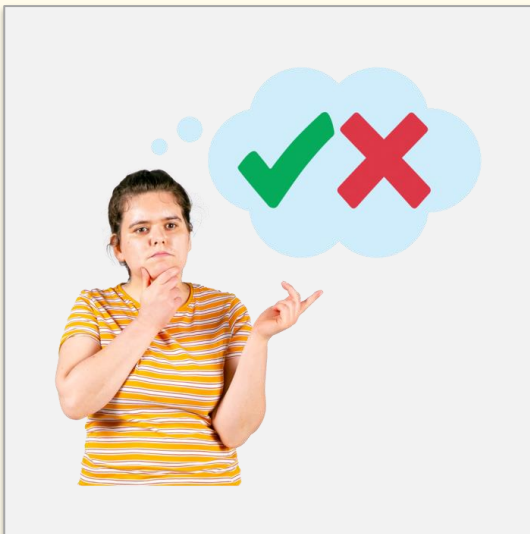


The manager needs to write:

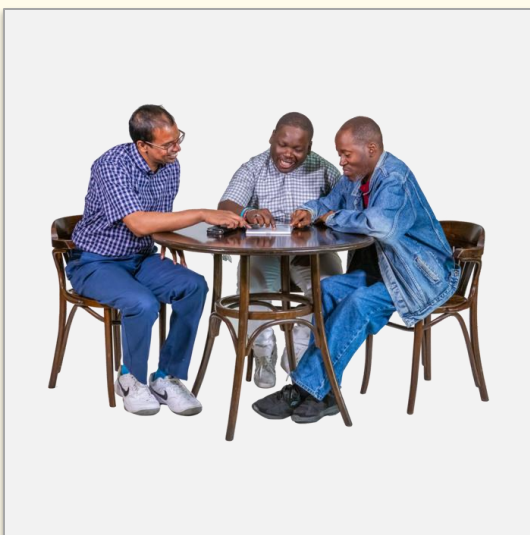
- Their name and role
- What you told them
- The date today
- What they have done
- What they are still working on.



Then they ask if you are happy with what they have done to fix the problem.



You can tell them what you think by writing on the form.



If you need support to complete My Complaint Form, you can ask:

- A support person or friend
- A family or whānau member
- An advocacy service.

Your Manager's Response

My name is

and my role is

This is what you told me:

This is what we have done:

These are things we are still working on:

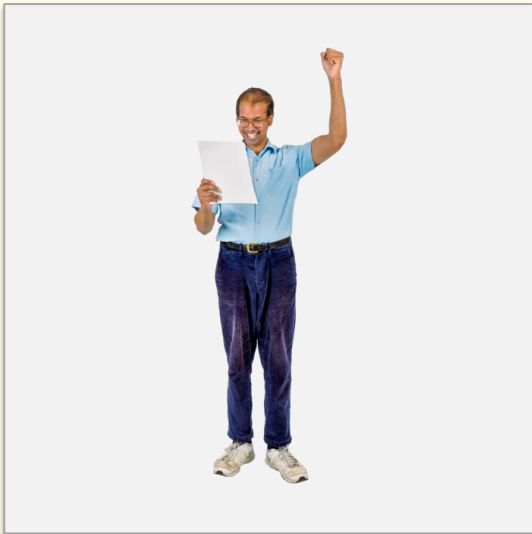
My signature:

Today's date:

Are you happy with this response? You can tell me here:

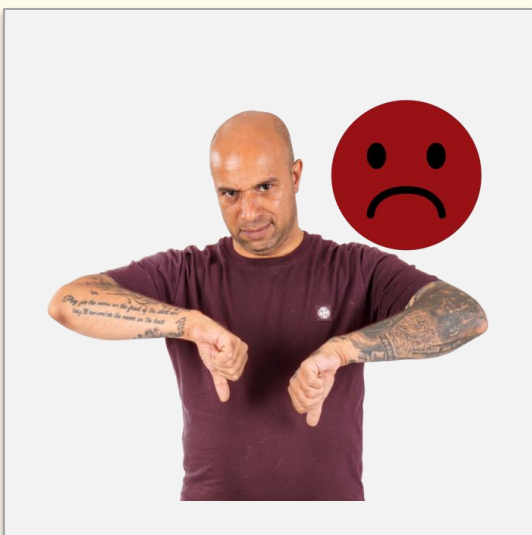


You can have a support person with you at any time.



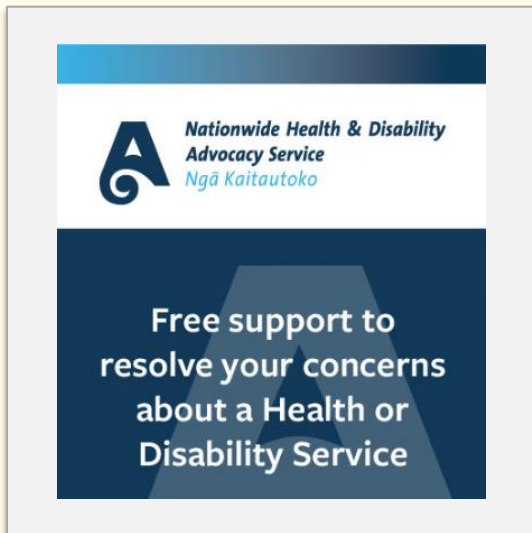
Telling us when something is not right is a good thing to do.

You will not get in trouble for making a complaint.

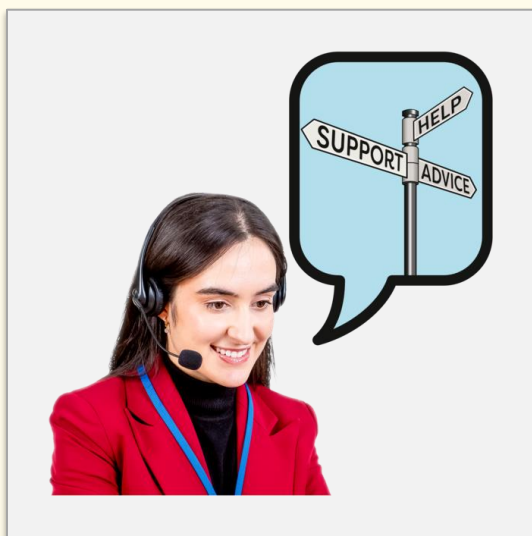


You can also tell us if you are not happy with what we did about your complaint.

Get support from an advocate



If you have a concern or want help to make a complaint, you can contact the free **Nationwide Health and Disability Advocacy Service**.



An advocate at the **Nationwide Health and Disability Advocacy Service** can help you:

- Understand your rights
- Make a complaint.



You can contact the service by:

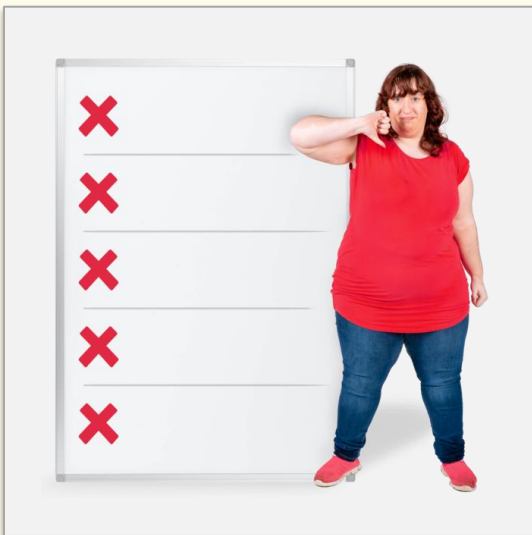
- Calling 0800 555 050
- Emailing advocacy@advocacy.org.nz
- Posting a letter to
PO Box 1307
Christchurch Mail Centre, 8140.

What to do next

Choose what to do next

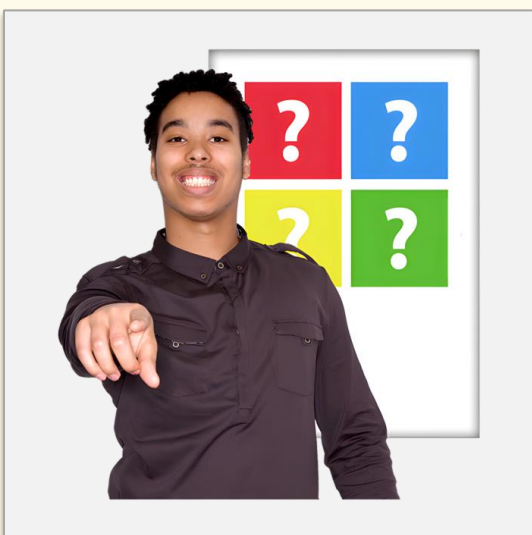


Think about the problem and how you feel about it now.



You might want to make a complaint to another organisation that can support you if:

- You want to
- The problem was not fixed
- You did not feel safe to tell IDEA Services about the problem.

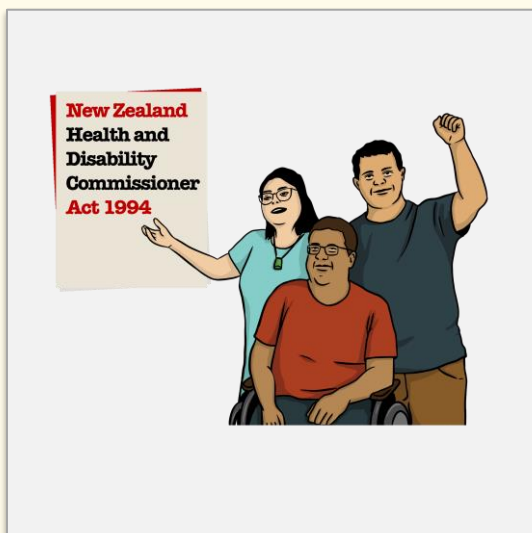


It is always your choice if you want to make a complaint to another organisation.

Health and Disability Commissioner

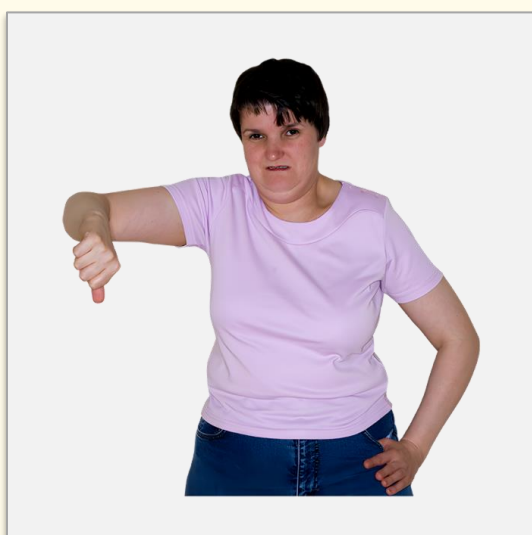


If you are not happy with a health or disability service, you can make a complaint to the **Health and Disability Commissioner** or **HDC**.

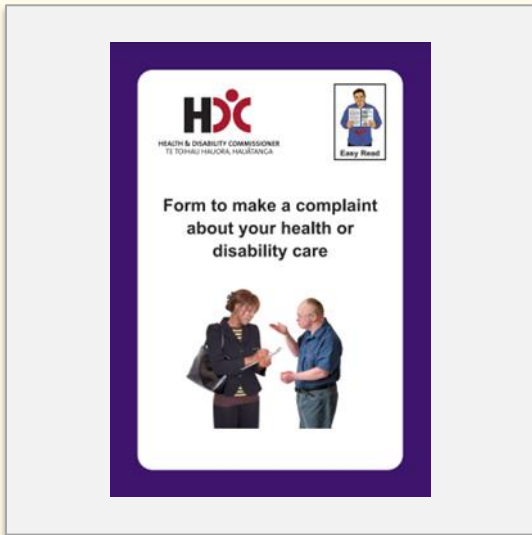


The **Health and Disability Commissioner** or **HDC** looks after the rights of people who use:

- Health services
- Disability services.



HDC want to know if you are unhappy with or have been treated badly by a health or disability service.

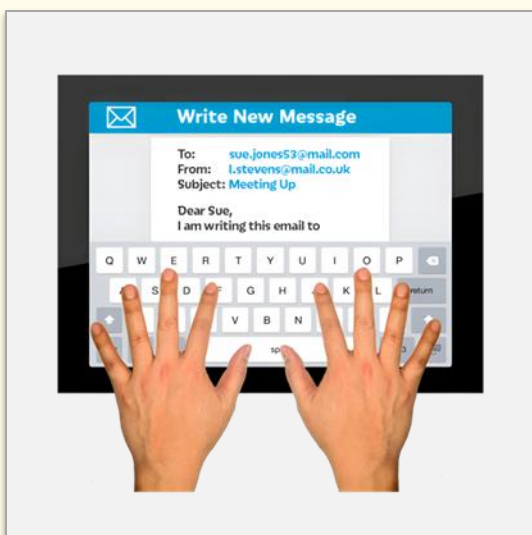


You can find a form to make a complaint about your health or disability care in this Easy Read document from the HDC.



Tell HDC about a problem by:

- Calling 0800 11 22 33
- Monday to Friday
- 8:30am to 5pm.



Or tell HDC by:

- Emailing hdc@hdc.org.nz
- Posting a letter to:
PO Box 1791
Auckland 1140

Disability Support Services



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

Ministry of Social Development or MSD is the government agency that looks after **funding** for **disability support services**.

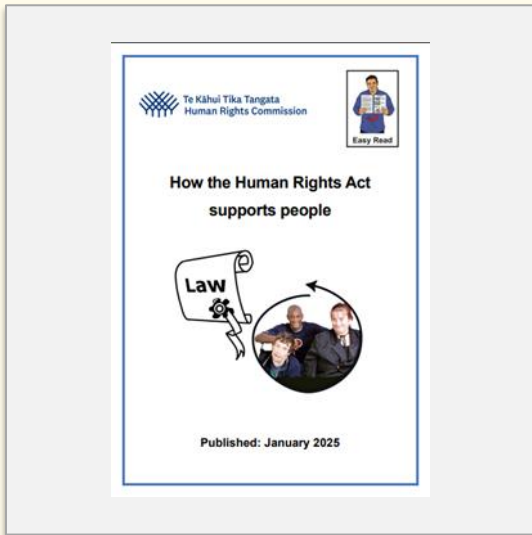


idea
services

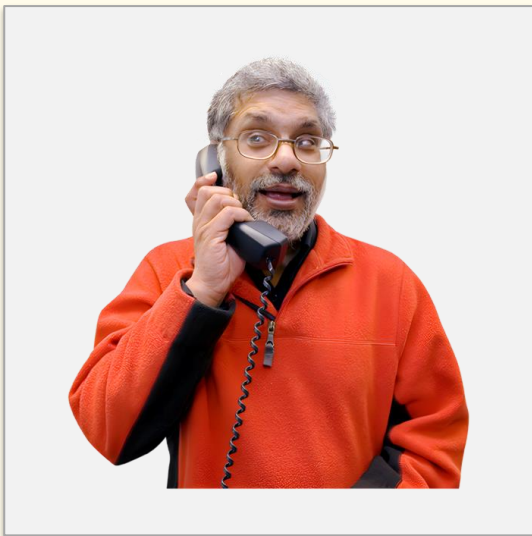
IDEA Services is one of the **disability support services** and **funding** is money that the government uses to pay them.

**Disability
Support Services**

Disability Support Services or DSS is the part of MSD that looks after these services.

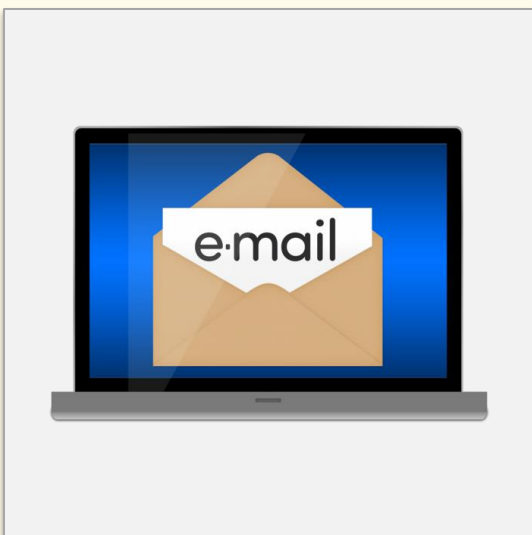


DSS want to know if you have been treated badly by a disability support service they fund.



Tell DSS about a problem by:

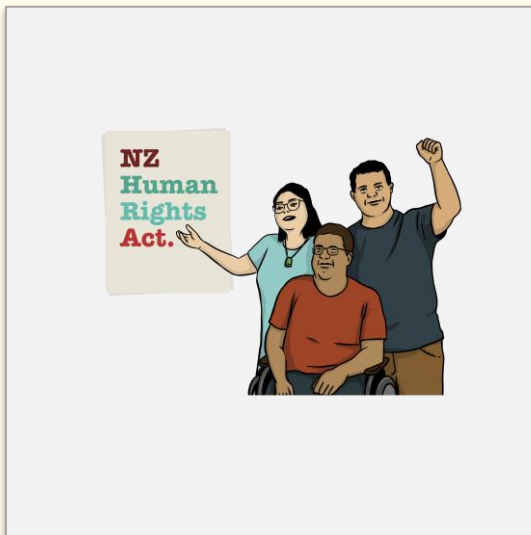
- Calling 0800 566 601
- Monday to Friday
- 8:30am to 5pm.



Or tell DSS by:

- Emailing quality@msd.govt.nz
- Filling out the complaint form at www.disabilitysupport.govt.nz

Human Rights Commission



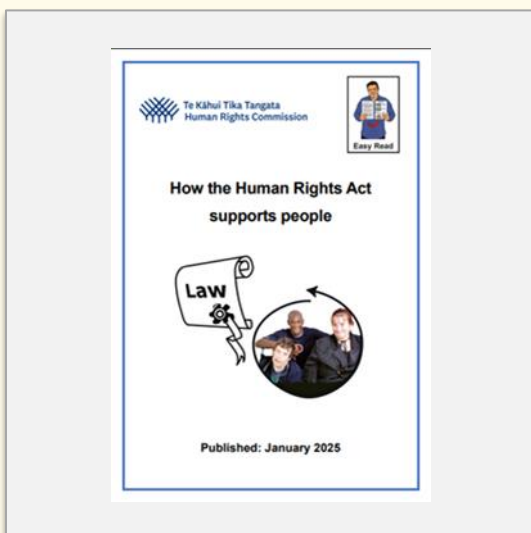
The New Zealand Human Rights Act is a law that says:

- What human rights we have
- That things should be fair for everyone.



Human rights are things everyone should have or be able to do, like:

- Being kept safe
- Having a place to live.



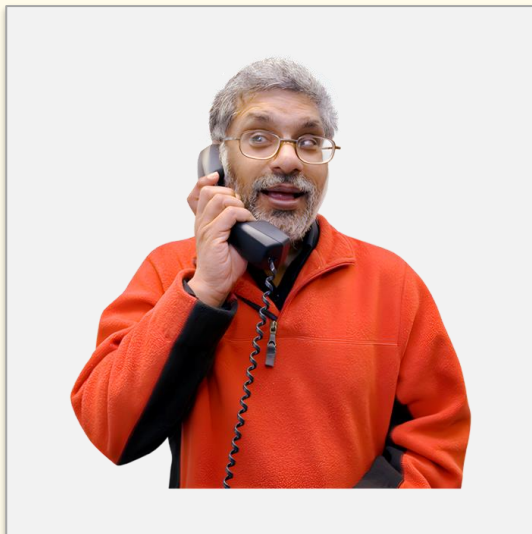
This Easy Read document from the Human Rights Commission or HRC tells us more about:

- The Human Rights Act
- How the Human Rights Act supports people.



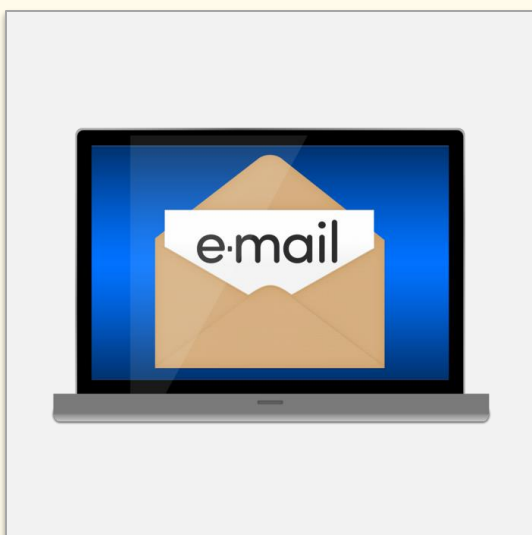
The HRC may be able to help you if:

- A person does something against your human rights.
- An organisation does something against your human rights.



Tell HRC about a problem by:

- Calling 0800 496 877 to leave a message and wait for a callback
- Texting 021 0236 4253
- Emailing infoline@hrc.co.nz.



Or tell HRC by:

- Filling out the website form
www.tikatangata.org.nz
- Posting a letter
PO Box 6751
Victoria Street West
Auckland 1142

About this Easy Read



Alta Sacra wrote this information in Easy Read at IHC New Zealand.



David Corner checked that this information is easy to read.

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