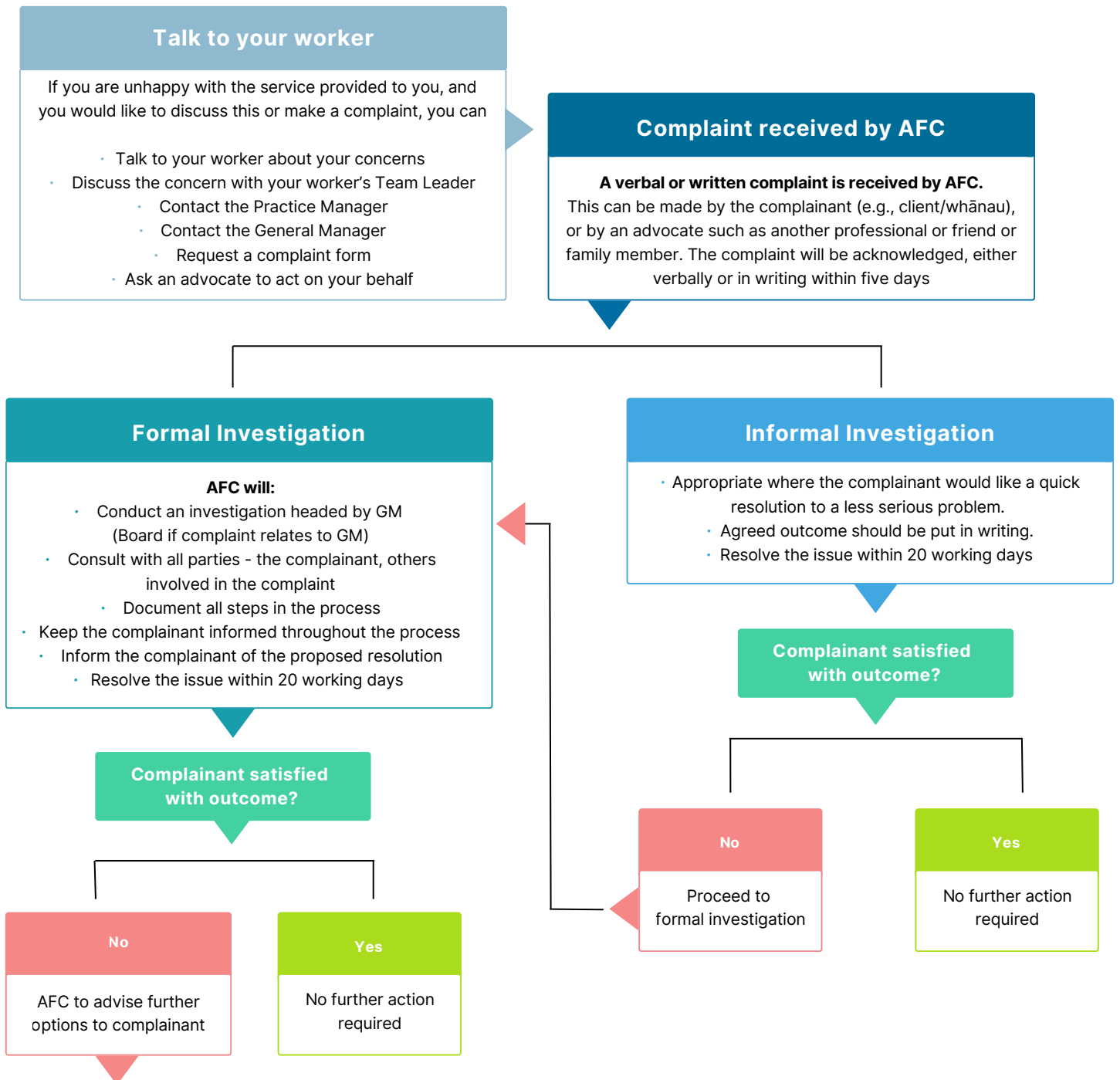


# Anglican Family Care Complaints Process

It is AFC's policy to respond to, and learn from, any feedback or complaints about how we're doing or the services we offer. Complaints provide important information on how well we're meeting everyone's needs and point us in the right direction for improving our team and services.

Every complaint will be looked into with care and kept confidential, and we'll take quick action on anything that needs fixing.



## Talk to your worker

If you are unhappy with the service provided to you, and you would like to discuss this or make a complaint, you can

- Talk to your worker about your concerns
- Discuss the concern with your worker's Team Leader
  - Contact the Practice Manager
  - Contact the General Manager
  - Request a complaint form
- Ask an advocate to act on your behalf

## Complaint received by AFC

### A verbal or written complaint is received by AFC.

This can be made by the complainant (e.g., client/whānau), or by an advocate such as another professional or friend or family member. The complaint will be acknowledged, either verbally or in writing within five days

## Formal Investigation

### AFC will:

- Conduct an investigation headed by GM (Board if complaint relates to GM)
- Consult with all parties - the complainant, others involved in the complaint
  - Document all steps in the process
- Keep the complainant informed throughout the process
- Inform the complainant of the proposed resolution
  - Resolve the issue within 20 working days

### Complainant satisfied with outcome?

No

AFC to advise further options to complainant

Yes

No further action required

## Informal Investigation

- Appropriate where the complainant would like a quick resolution to a less serious problem.
  - Agreed outcome should be put in writing.
  - Resolve the issue within 20 working days

### Complainant satisfied with outcome?

No

Proceed to formal investigation

Yes

No further action required

## Complaint forwarded to relevant body

Complaint can be forwarded to relevant body, e.g:

- [AFC Board of Trustees](#),
- [Social Work Registration Board](#),
- [New Zealand Association of Counsellors](#),
- [Office of the Privacy Commissioner](#),
- [Te Kāhui Kāhu \(formerly Social Services Accreditation\)](#),
- [Office of the Children's Commissioner](#),
- the [Ombudsmen Office](#) for the relevant funder (Oranga Tamariki, Ministry of Social Development, or Ministry of Justice)

Complaint will now follow the relevant body's process and time frame to completion.



To request a copy of our complaints policy, please email [GeneralManager@FamilyCare.org.nz](mailto:GeneralManager@FamilyCare.org.nz)