Feedback and Complaints

Intent

Feedback and complaints may be received from our partner agencies and whānau initially referred to us. Complaints will be resolved carefully and promptly with a focus on early resolution. We will learn from the feedback and complaints we receive.

People are informed of their right to complain and about the complaints process on entry to the service.

Complaints will be dealt with equitably and fairly and in accord with the appropriate tikanga.

Definitions

"**Complainant**" is a person who makes a complaint.

A "**complaint**" is feedback expressing dissatisfaction with the standard, type or way in which a service is provided, or not provided, changed or withdrawn. It may be a complaint about a breach of privacy.

"**Feedback**" is information about a personal/whānau experience or reaction to our service. It includes suggestions and compliments. It may be an informal complaint that provides opportunity for service improvement and will be recorded in the Feedback and Complaint register.

"**Privacy officer**" is a role that is performed by the CE or a delegated staff member.

"**Stakeholders**" refers to external people and agencies that have a stake/interest in Tai Timu Tai Pari Ltd.

Principles for complaints resolution

These principles must be applied when dealing with complaints:

Early resolution - complaints will be addressed in an early and timely way to prevent undue escalation and deterioration of relationships. Ideally, complaints are addressed as they are raised.

Open and transparent - we advise complainants of the process, expected time frames for the process, their likely involvement and possible or likely outcomes. We are clear about

what can and can't be done and pass on complaints about other organisations with the complainant's consent.

Respect – complaints are promptly acknowledged. The views and input of parties will be respected and appropriate tikanga observed.

Protection of rights – parties to the complaint must be advised of their rights and given the information they need to exercise those rights including:

- their right to participate
- access support and advocacy
- a fair and impartial investigation and decision • not be adversely treated for making a complaint.

Information - the parties must be kept informed through the process and given reasons for the decision on the complaint. The information must be provided in a way that is understandable to each party having regard to that person's age, level of understanding, language and culture needs, abilities/disabilities. Personal information will only be shared when allowed by the law and policy.

Support - parties are encouraged to access support and advocacy throughout the complaints process (eg whanaunga, kaumātua, Kuia, Health and Disability Commissioner, Disability support, union representation, community law centre, VOYCE for rangatahi in care, Office of the Children's Commissioner).

Client/Whānau complaint about Tai Timu Tai Pari Ltd

Receipt of complaint

A complaint about Tai Timu Tai Pari may be made by any person or their chosen representative.

Staff who receive a complaint:

- should confirm with the complainant that they want it treated as a complaint and if they want it formally or informally resolved (see below for process)
- seek details of the complaint from the complainant in the manner they prefer and if it’s verbally made, record and confirm the details with the complainant
- forward the complaint (without comment) to management.

Resolution of complaint

Management will:

- ensure the principles for complaint resolution are applied through the complaints process
- ensure that receipt of the complaint is acknowledged within 5 working days
- the complaint is entered in the Complaints Register (date and key details)
- discuss the complaint with appropriate people in the organisation to clarify the issue and agree the course of action to be taken based on the nature of the complaint
- if concerns can be quickly problem solved, try to informally resolve the complaint by engaging with the complainant and other appropriate people and agreeing on a course of action (for present and future)
- if a complaint is vexatious, abusive, or otherwise unreasonable and if so, decide and advise the complainant that no further action will be taken.

The following steps will be undertaken for formal complaints

- acknowledge the formal complaint in writing
- contact the complainant to outline the general steps that will be taken, including timeframes, possible outputs of the process, and the limits of confidentiality
- complaint investigated - fairly and impartially and in accordance with the Conflict of Interest policy.
- document the investigation and steps taken including conclusions, reasons and recommended follow up action
- the complainant and any staff or board involved will be kept informed of the process
- Within 15 days of receiving the complaint, management will contact the complainant and any involved staff to discuss preliminary findings from the investigation. Feedback on findings will be carefully considered.
- A final decision on the complaint will be made and communicated to the parties within 20 days of receiving the complaint unless there is good reason for delay.
- The complainant and any involved staff will be notified in writing of the decision and reasons.
- Employment issues like unsatisfactory performance, breach of the Code of Conduct will be dealt with separately under relevant policies/processes.
- The complainant will be informed of external review options if they are not happy with the complaint outcome:
    - Health and Disability Commissioner
    - the Office of the Privacy Commissioner (if the complaint concerns privacy); phone 0800 803 909 Monday to Friday, 10:00 am to 3:00 pm)

- a relevant professional membership organisation (ie one to which our staff belong)
- the funding/purchasing agency o relevant regulatory agency (eg Te Kahui Kahu).

- The kaimahi will be informed of any further action to be taken (as below).
- Once finished, the complaint should be marked as closed on the complaints register.

Staff (misconduct allegation)

If a complaint indicates misconduct by staff, disciplinary action will be taken. The rights of the kaimahi concerned will be respected, in particular:

- their privacy
- their rights to natural justice (including right to know details of complaint, right of reply)
- their right to access support eg union advocate, personal support.

Learning and improvement

Feedback and complaints will be seen as opportunities to learn and improve. Lessons from complaints may lead to changes to our practices and procedures and reflect in future planning and development of the organisation.

Related documents

- Code of Health and Disability Services Consumers' Rights, Right 10
- Complaints Register