



## **Feedback and complaints**

### **Intent**

Complaints are resolved carefully and promptly with a focus on early resolution, where possible. We learn from the feedback and complaints we receive.

All are informed of their right to complain and about the complaints process when they engage with the organisation. The feedback and complaints process is available on the website.

Complaints will be dealt with equitably, fairly, and in an unbiased way. Rights to rangatiratanga and equality for Māori under Te Tiriti of Waitangi will be respected in the resolution process.

### **Responsibilities**

#### **The board will:**

- promote a culture that encourages, responds and learns from feedback and complaints
- support follow up on systemic issues identified through complaints.
- manage feedback and complaints processes and delegate responsibility for receiving and responding to them

#### **Project Leads / Managers will:**

- lead a culture that is positive about and learns from feedback and complaints

- check, through monitoring and analysis of complaints data, that processes support equitable access and outcomes for Māori
- ensure kaimahi have skills and training to adequately support use of the feedback and complaints process

#### **Kaimahi/volunteers will:**

- when necessary, support or arrange support for people wanting to make a complaint or give feedback
- engage in reflective and responsive practice
- cooperate in the investigation of complaints.

#### **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expressing dissatisfaction with the standard, type or way in which a service is provided, or not provided, changed or withdrawn.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.

"Stakeholders" refers to external people and agencies that have a stake/interest in our organisation.

#### **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 when appropriate, Tikanga Māori 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). People living with dementia or cognitive disabilities and care partners will be supported to participate in the processes.

## **Requirements**

### **Complaint-friendly culture**

A positive approach to feedback and complaints will be promoted:

- clients/whānau and stakeholders are informed about our feedback and complaints processes in different ways
- feedback is routinely sought and received in our mahi
- we reply to feedback and complaints we receive.

### **Accessible processes**

Different avenues are provided to give feedback and make complaints, for example:

- clients/whānau and other stakeholders are encouraged to raise issues as they arise
- we regularly ask for feedback from those we are working with
- we inform clients/whānau about external and independent complaint and advocacy mechanisms (eg Human Rights Commission, Officer of the Privacy Commissioner, Health and Disability Commissioner, Commissioner for Children)
- we may have specifically designated staff to deal with complaints, including privacy complaints.

### **Facilitate support and assistance**

When making a complaint, complainants will be encouraged to provide full details along with any relevant documentation eg names of people, a timeline of events.

If a complainant nominates a person to represent them with their complaint, communication will be with their representative.

### **Manage “unreasonable” complaints**

Complaints will be addressed with integrity and good faith. However, a complaint will not be progressed if it is vexatious, abusive or otherwise unreasonable. Management will advise the complainant and other parties of any decision to this effect.

### **Use the complaints process**

The complaints process will be used for dealing with a complaint unless otherwise specified by management or the board.

If a complaint raises concerns about child abuse or abuse of a vulnerable adult/pakeke, Abuse and Protection processes will apply. Arrangements will be made, if necessary, to safeguard the complainant and any other person potentially at risk.

Complaints will usually be in writing unless otherwise agreed. If a verbal complaint is made to a staff member, it must be recorded and forwarded to management or their delegate in a timely way.

If feedback or complaints are made through social media channels, the complainant will be advised of the process for adequately raising the complaint.

### **Follow up**

Feedback and complaints we receive will be tracked and recorded, for example:

- a complaints and feedback register, or
- a complaint about risk - in the risk register, or
- a complaint about an adverse incident - in the Incident/accident register.

Feedback should be passed on to those it concerns and a response given to the person who gave the feedback.

### **Review**

Feedback should be obtained about how a complaint was handled. If a party is not satisfied with the complaint process, they will be advised of their right to:

- seek an internal review of the process by someone not involved in the complaint, or
- ask for the complaint to be referred to and reconsidered by the higher management (eg board).
- If they are not satisfied with the internal review process, they can complain to an external body, for example:
  - 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)

## Process

Please make your Feedback or Complaint in writing to the chairperson of the Trust - [chair@kahukura.co.nz](mailto:chair@kahukura.co.nz)

Your feedback or complaint should state all the relevant information that the Trust will need to investigate the complaint.

- All complaints and feedback will be receipted within two weeks and presented to the Board at the next meeting or prior if urgency is indicated.
- Complainants will be advised of the date their complaint or feedback will be considered and addressed.
- The person or contractor who is responsible for the service or operations about which the complaint is made will be made aware of the complaint during the investigation process.
- Complainants will be advised in writing of the outcome and any relevant action

## Review

Date: May 2023

Next review: April 2025