

Age Concern Wairarapa Complaints Policy QUAL-002



Applicable to: All Employees	Created by: Age Concern Wairarapa
	Date: 14 April 2022

A complaints procedure is used that is consistent with The Health and Disability Consumers' Code of Rights. Complaints about staff or service delivery will be handled by the person to whom that staff member is responsible according to the processes outlined below.

POLICY

- The staff member receiving a complaint (whether the complaint is internal or external) must report it to the Manager within 24 hours.
- Where possible encouragement is made for the complainant to discuss and try to resolve the matter directly with the staff member.
- If this is not possible the steps outlined for complaints are followed (refer to following guidelines).
- Give advice of the complaint to the person against whom the complaint is made and advise them of the process that will be used to resolve the complaint and the timeframes for each step.
- Acknowledge the complaint in writing within 5 working days of receipt of that complaint.
- A written response to the complaint will be sent to the complainant within 15 working days of receipt of that complaint. If the matter will not be resolved within this timeframe, both parties are informed about the action taken. Both parties are kept informed of progress at least every four weeks until the matter is resolved.
- If resolution of the complaint is not easy to achieve, an external mediator acceptable to all parties is contracted to resolve the matter.
- Complainants are also advised of the option to address their concerns through the Health and Disability Commissioner: Phone 0800 112233.
- Clear and accurate records are kept of all complaint's proceedings.
- When the complaint is resolved, the staff person involved is given a debriefing session to discuss learning outcomes and possible changes in service delivery.
- Complaints are handled sensitively with consideration for cultural and other values for all parties.
- People are free to complain and this will not affect the quality of services that they receive from Age Concern Wairarapa WOOPs

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- A copy of the complaint's procedure is available to clients and will be explained to them if this is requested.

COMPLAINT GUIDELINES

If the service we give you is unsatisfactory, it is your right to complain. We will do our best to set the matter right. Below are the steps we suggest you take to make a complaint.

1. Discuss the matter with the person involved if possible or appropriate.
2. If the matter cannot be resolved or reoccurs, talk or write to:

The Manager
Age Concern Wairarapa
14B Queen Street
Masterton
Phone : 06 377 0066

You will receive acknowledgement of your complaint within 5 working days of our receiving it.

You will receive a written response about your complaint within 15 working days of our receiving it and we will keep you informed of any actions we take to resolve the matter.

3. If the matter cannot be resolved or reoccurs, talk or write to:

The Chairperson
Age Concern Wairarapa
14B Queen Street
Masterton
Phone : 06 377 0066

You will receive acknowledgement of your complaint within 5 working days of our receiving it.

You will receive a written response about your complaint within 15 working days of our receiving it and we will keep you informed of any actions we take to resolve the matter.

4. If the Chairperson is unable to resolve the matter it will be referred to the Age Concern New Zealand Board through the Chief Executive.

Chief Executive
Age Concern New Zealand
P.O.Box 10 688
WELLINGTON
Phone : 04 801 9338

Fax : 04 801 9336

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5. You may also wish to refer the matter to the Health and Disability Commissioner. Phone: 0800 11 22 33

REVIEW

Policy reviewed every 2 years

Signed: ...

Date: 19 October 2023

Date of Next Review: July 2026