



TE AKA ORA CHARITABLE TRUST

COMPLAINTS PROCEDURE

Rationale:

In accordance with Te Aka Ora Policy Complaint and grievance procedures (PN0202) and dealing with complaints presented to Te Aka Ora for all services provided by Te Aka Ora including, but not limited to Te Aka Ora House, Te Whare Whai Hua, Social Workers in Schools, Whanau and Youth Support Services. All complaints raised by whanau, service users, staff, individuals and community members should feel confident and able to raise concerns or complaints utilising this outlined process.

The Process:

In keeping with the value of Manaakitanga, it is our hope that conflicts are resolved with Kanohi ki te kanohi, face to face, in the first instance. Should this not be the case, the following process should be followed. It should be noted that all complaints are seen as totally confidential and will be dealt with in a discrete and professional manner, as deemed necessary.

- Complaint brought forward to the respective department management.
- Management will then complete the recording system for complaint form process and notify Chief Executive within 24hours.
- If, complaint is of physical or sexual abuse claim, Management will follow separate procedures – see procedure A.2a, A.2b, A.2c.
- If, Complaint is of a non-legal matter, management will then have consultation with the staff members and, if necessary, the client or service user/whanau involved with the incident/complaint to seek and agreeable resolution for both parties within 48hours.
- If, no satisfactory resolution is achieved, the issue will be given to the Chief Executive Officer in writing who will seek an agreeable resolution through either:
 - Consultation with Staff member/relevant department manager
 - Consultation with complaint
 - Meeting with both parties
- If there is no satisfactory resolution after this process, the issue will be presented to the Board of Trustees. The Board will consider all points of view and take the appropriate action. This may include:
 - Arranging a meeting with those concerned
 - Acting as mediator
 - Appointing an external party to investigate the complaint and make recommendations. Confidentiality will be maintained at all times.

It should also be noted that all anonymous complaints will not be actioned.



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The following flow chart will be utilised throughout the complaints process:

