

Papakura Support and Counselling Centre Incorporated Society

POLICY: COMPLAINT PROCEDURE

This complaint procedure covers clients as well as members of the public and members of the Society. Best practice in dealing with grievances is to approach the person concerned and discuss with them your concerns. However, we understand that this can be an intimidating procedure and the following outlines the action you may take to have your complaint heard.

Complaints about a volunteer or paid worker, or about procedures undertaken in the Centre, can be made in one of three ways –

1. In writing addressed to The Manager or Governance Team, PO Box 72-909, Papakura.
 2. By phone to the Manager on 299-9455, then followed up in writing.
 3. Personally, either to the Manager or to another member of the Centre, followed up in writing to The Manager or Governance Team, PO Box 72-909, Papakura.
- No action will be taken with complaints that are anonymous or not in writing. Should you be unable to put the complaint in writing someone else can do this for you and we may be able to help with this.
 - It should be noted that reports of all conversations held about the complaint will be recorded in writing and kept on file at the Papakura Support & Counselling Centre. A copy of this report will be made available to the complainant on request.

When a complaint is received the Manager, or the Governance Team will send a letter immediately to the complainant –

- Acknowledge receipt of the complaint Include a copy of this complaint procedure.
- Inform the complainant of their right to a support person(s) of their choice at any time in dealing with the complaint and possibly clarify any points raised.
- Inform the complainant that a date will be set for a meeting where the complaint will be raised, that they will be informed of this date and that they will have the option of attending or not attending this meeting.

Action:

- The Manager and/or Governance Team will handle the complaint.
- A meeting will be held with the person the complaint is laid against, the complainant has the option to attend or not attend.
- Action will be based on the outcome of the meeting.
- If the complaint cannot be resolved satisfactorily in a meeting, or to the complainant's satisfaction, an independent arbitrator may be called in.
- The arbitrator will be selected by agreement of both parties and the complainant may be expected to attend a meeting with the arbitrator.
- A summary of the outcome of the meeting will be sent to the complainant with a copy kept on the Centre's file.
- If necessary, the complaint will also be reported to relevant third-party agencies/funders that may be involved, e.g. Oranga Tamariki, ACC, WINZ.
 - *NB: in some situations, a verbal complaint, or threat of complaint may still be reported to a third-party agency even if no formal, written complaint has been received.*