



COMPLAINTS POLICY AND PROCEDURE

1. INTRODUCTION

- 1.1 Cholmondeley staff endeavour to provide excellent service to children/tamariki, families/whānau and all stakeholder involved in the organisation.

Excellent service quality leads to increased child, family and stakeholder satisfaction, which builds strong loyalty and contributes to improved service and business outcomes.

Our service is guided by our Philosophy of Care and Strategic plan.

2. RESPONSIBILITIES

All staff/kaimahi, volunteers/tūao, board of governors and contractors will take responsibilities for adhering to the policy and upholding Cholmondeley's values. All staff will be made familiar with this policy at their induction. Managers need to be aware of the rights of staff and employees, and follow appropriate disciplinary procedures where complaints allege poor performance or misconduct by staff. The Cholmondeley staff Code of Conduct will apply.

3. PRINCIPLES

Feedback on our services is fundamental to Cholmondeley's commitment to quality service and continual improvement of policy and practice.

In relation to the complaints procedure, 'client' includes children, young people and parents using Cholmondeley services, as well as caregivers, foster parents, referring agencies, donors and the general public. 'Stakeholder' includes all supporters and partners involved with Cholmondeley as an organisation.

Complaints are dealt with in a manner that:

- affirms the person's right to make a complaint
- endeavours to resolve the specific issue satisfactorily
- improves the future performance of the organisation.

4. MAKING THE COMPLAINTS PROCEDURE KNOWN

The Cholmondeley Childrens Centre Commitment and Complaints Process Form and this policy is displayed in the reception area at Cholmondeley and is available on the website.

Staff promote awareness of the complaints procedure by:

- having copies of the Cholmondeley policy and "Cholmondeley Service Commitment and Complaints Process Form" readily available
- inform all clients of the ways in which to complain, before every stay, via the consent form.

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|---------------|---------------------------------|-----------------|------------|-------------|------------------|---------|
| PO002 | Complaints Policy and Procedure | General Manager | March 2017 | July 2021 | July 2023 | 3 |

5. RECEIVING AND INVESTIGATING COMPLAINTS

5.1 Complaints, grievances, serious misunderstandings or disagreements about Cholmondeley services are all considered carefully.

5.2 Staff encourage clients and stakeholders to:

- make complaints about service delivery directly to the staff member with whom they have regular contact, or to that staff member's supervisor
- put their complaint in writing, preferably using the Cholmondeley Childrens Centre Commitment and Complaints Process Form.

5.3 *External Appeal*

Clients are entitled to take their complaint to any other person authorised to receive complaints, such as:

- Charities Commission
- Oranga Tamariki (MSD)
- The Ministry of Education
- The Health and Disability Commissioner
- The Children's Commissioner
- The Independent Children's Monitor

5.4 *Complaints relating to Child Protection*

The child's wellbeing and safety is of paramount importance.

The Cholmondeley Child Protection Policy and Procedures apply to all complaints or allegations that a kaimahi/employee or volunteer has allegedly abused a child. This is also available on the Cholmondeley website.

A decision about making a report of concern and/ or passing on information to Oranga Tamariki and/ or Police will be made following our Child Protection Policy.

An investigation will be carried out in a timely manner.

Continuing to support the wellbeing of the child will be of paramount importance.

5.5 *Complaints Investigation Form*

The Complaints Investigation Form is used by staff when a complaint about Cholmondeley is received and investigated. All complaints investigated are adequately documented.

The information on the Complaints Form, and clear documentation of responses:

- reduces later confusion and misunderstanding
- shows whether the process has been 'procedurally fair'
- provides evidence for any external agency or person authorised to investigate
- shows that Cholmondeley has tried to resolve the complaint internally.

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It is important to give clients or the complainant (or their representatives) the opportunity to record a complaint.

6. Procedure

6.1 Internal Resolution

The primary objective is to investigate and resolve the complaint internally, and to the satisfaction of the complainant. Staff attempts to resolve a complaint directly and promptly with the relevant kaimahi/employee and/or their immediate manager, if appropriate.

Complainant's are told that they may have a support person present if a face-to-face discussions is required or at any time during a complaint investigation.

The complainant will be contacted within five working days of receiving their complaint when they will be advised about how it will be will addressed.

All stages of the complain process will be recorded in the complaints register.

The General Manager is involved if the complaint is unresolved and/or the complainant remains dissatisfied. Either:

- arrange for the complainant to discuss the matter with the General Manager and put the complaint in writing if they haven't already done so, or
- pass the complaint directly to the General Manager.

6.2 Formal Investigation

Procedural steps are taken by the General Manager to investigate any complaint received about Cholmondeley services.

The procedural steps required by the General Manager are:

1. Acknowledge the complaint in writing within ten working days, unless the matter has been resolved in the interim to the satisfaction of the complainant.
2. Arrange to meet the complainant to resolve the issue.
3. At the first meeting:
 - a. explain the procedure to be followed, and
 - b. advise the complainant of their right to contact external authorities for resolution.
4. Write to the complainant within ten working days recording the outcome of the meeting.
5. Document the outcome on the Cholmondeley Complaints register.
6. Within ten working days of writing to the complainant, consider whether to accept the complaint as justified, or to accept the complaint is not justified.
7. If the complaint needs more than ten extra days, decide how much more time, and advise the complainant in writing – both the new time frame and the reason(s) for it.

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8. As soon as possible after a final decision, write to the complainant stating whether or not the complaint is accepted as justified, the reason(s) for the decision, any action(s) Cholmondeley proposes, and appeal procedures available to challenge the decision.

6.3 *Recording*

Written documentation is kept throughout all stages of an investigation on the internally stored complaints register.

Complainants receive copies of all relevant documents.

All information is stored in line with the Privacy Act 2020.

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