

COMPLAINTS AND CONCERNS POLICY & PROCEDURE

1.0 INVESTIGATION PROCEDURES IN THE EVENT OF CLIENT COMPLAINTS

In the event of a complaint being received from a client concerning a worker's professionalism, the following procedures are to take place:

1.1 Where appropriate the COMPLAINT is referred initially to the staff member who will discuss it with the complainant and endeavour to resolve it. Should the complaint not be resolved it shall be referred to the CEO. The CEO will inform the Chairman that a complaint has been made. If the CEO is party to the complaint, and the complaint cannot be resolved, the complaint shall be referred to the CEO of the Board of Trustees.

2.0 INVESTIGATION PANEL

2.1 The CEO may, at their discretion, attempt to resolve the problem, or set up an Investigation Panel. The CEO should ensure before advancing an Investigation Panel process, that the complaint is formalized by the complainant in a signed letter outlining the concerns.

2.2 The Investigation Panel will normally consist of three people.

- CEO
- A Trustee nominated by the Chair of the Board
- Where possible, one person from a matching discipline in the community
- Should the CEO be party to the complaint then the Chair of the Trust is to set up an Investigation Panel

2.3 Communication about the complaint should be limited to those people who need to know because they have a duty to act upon the complaint. However, at any point in the process where TANCS may be faced with significant risk from the proceedings, the full Board of Trustees should be briefed for their information.

3.0 INVESTIGATION OF COMPLAINT BY PANEL

Once the Panel is appropriately informed of the nature of the complaint, the complainant and the worker will be informed of the procedure the Panel intends to adopt.

4.0 RIGHT OF REPLY

The worker who is the subject of a complaint must be given the opportunity to answer the complaint. No consequences should be imposed until a full investigation is completed, although in some cases the person could be suspended until the issue is resolved.

5.0 SUPPORT OPTIONS

When meeting with any, or all, panel members both the staff worker and complainant should be given the option of having whanau and/or support person(s) with them.

6.0 OUTCOMES

Both the complainant and the worker shall be advised in writing of the decision of the Investigation Panel and of any further action the Investigation Panel proposes to take.

7.0 STAFF COMPLAINTS

If a staff member has a complaint about a procedure or another staff member:

1. If possible, the concern should be discussed with the particular staff member at an appropriate time.
2. If this is not possible or the results of the discussion are not satisfactory the complaint should be taken up with their immediate Manager/Supervisor.
3. The Supervisor in consultation with the staff member(s) concerned should work towards a resolution, recording the process leading to a possible resolution.
4. If the complaint is not resolved satisfactorily, then it must be put in writing and passed on to the CEO.
5. TANCS Management is committed to working to resolve complaints and achieve the best possible solution.
6. If the complaint is about the Team Leader, then the staff member must contact the CEO directly. The CEO will then investigate the complaint and attempt to resolve the issue in consultation with the staff member and the Supervisor.
7. If the complaint is still not resolved it shall be referred to the Chairman of the TANCS Trust and follow the Client Complaint procedure above.

Te Aroha Noa Family Services
Complaints Policy & Procedures
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