



te aroha noa
COMMUNITY SERVICES

COMPLAINTS AND CONCERNS POLICY

1.0 PURPOSE OF THE POLICY

- 1.1** Te Aroha Noa Community Services is committed to providing high quality, professional, culturally responsive services.
- 1.2** This policy establishes a fair, transparent, and timely process for managing complaints and concerns from:
- Clients
 - Whānau
 - Community members
 - Staff
- 1.2** Te Aroha Noa recognises that complaints provide an opportunity for improvement and accountability.
- 1.4** All complaints will be taken seriously and managed in a manner that is respectful, confidential, and procedurally fair.

2.0 SCOPE

- 2.1** This policy applies to:
- All staff (permanent, fixed-term, casual)
 - Volunteers
 - Contractors
 - Students and interns
 - Managers and leadership
 - Board members (where applicable)
- 2.2** This policy applies to complaints relating to:
- Professional conduct
 - Service delivery
 - Organisational processes
 - Staff behaviour
 - Breach of policy

3.0 PRINCIPLES

- 3.1** Natural justice and procedural fairness will be upheld.
- 3.2** All parties will be treated with dignity and respect.
- 3.3** The right of reply will always be provided before decisions are made.



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- 3.4** Confidentiality will be maintained and information shared only with those who need to know.
- 3.5** No person will be disadvantaged for making a complaint in good faith. If the complainant is unsatisfied with the outcome, they may refer the complaint to the Chair of the Board of Trustees
- 3.6** Complaints will be addressed as promptly as possible.

4.0 COMPLAINT RESOLUTION FRAMEWORK

- 4.1** Where possible, concerns should be resolved at the lowest appropriate level.
- 4.2** Where resolution is not possible informally, a formal process will be initiated.
- 4.3** The CEO is responsible for overseeing complaint processes unless they are party to the complaint.
- 4.4** Where the CEO is the subject of the complaint, the Chair of the Board of Trustees will oversee the process.

5.0 RELATED DOCUMENTS AND FRAMEWORKS

- Code of Conduct
- Personnel Policy
- Child Protection Policy
- Privacy Policy
- Health and Safety Policy

6.0 ACCOUNTABILITY AND REVIEW

- 6.1** This policy will be reviewed every three years or earlier if required.
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Next Review	19 August 2027