



Complaints Policy and Procedure

Introduction/Purpose:

The Champion Centre is committed to upholding the rights of people accessing the centre to make a complaint.

The Centre is committed to complying with the Early Childhood Centre Regulations and all aspects of its funders' standards of service provision.

The Centre is open to hearing all feedback about service delivery towards continuous improvement.

Scope:

This policy applies to all staff employed by the Champion Centre and all service users.

Policy Statements:

- Whanau are informed of the complaints policy and location of the complaints forms and or where to submit a complaint on enrolment.
- The Centre acknowledges that some complaints relate to minor events while others are more significant. All complaints either verbal or written are treated seriously and require an investigation.
- Whanau or individuals who make a complaint will not be treated adversely.
- Complaints can be made anonymously – these will not receive a written response
- The complaints process will follow a fair, just and transparent process that supports open disclosure and resolution for all parties.
- Whenever a complaint is received that can be resolved quickly to the satisfaction of the complainant, steps will be taken to action immediately without following the formal written process.
- Clients or individuals have the right to complain to an independent authority such as the Health and Disability Commissioner or the Ministry of Education
- Staff are made aware of their responsibilities during their induction and at regular intervals at staff and training meetings.
- A record of complaints will be maintained. This will be maintained confidentially and made available according to individual funder's contract requirements.
- Where appropriate, outcomes impacting upon policy and practice may be reported to families, staff and Trustees. Privacy will be respected at all such times.

Procedural Steps:

If a written complaint is made the following process will be followed:

- The complaint is received by the CEO and is documented in the electronic complaints register.
- The CEO will acknowledge the complaint in writing within 5 working days of receipt unless it has been resolved to the satisfaction of the complainant within that period
- Acknowledgement will advise the complainant of the right to an independent advocate of their choice
- The CEO may allocate a suitable person to investigate the complaint.

- The person investigating the complaint documents the investigation and any corrective actions.

The complainant is advised they have a right to advocacy or support throughout the process

Within 10 working days of giving written acknowledgement of the complaint the investigator will:

- a) Decide whether the Centre
 - Accepts that the complaint is justified or
 - Does not accept the complaint as justified or
- b) If the investigator decides more time is required to investigate the complaint
 - Determine how much additional time is needed and
 - If the decided amount of additional time is more than 20 working days, inform the complainant of the determination and reason for it
- c) As soon as practicable after deciding whether the Centre accepts that a complaint is justified, the complainant is informed of
 - the reasons for the decision; and
 - any actions the provider proposes to take; and
 - any appeal procedure the provider has in place.

Complaints identified as high risk are reported via the CEO to the Board.

If a verbal complaint is made:

- The person receiving the complaint will resolve the issue immediately if appropriate.
- If this is not possible the person receiving the complaint will ask how the complainant would like to proceed
 - Put the complaint in writing
 - Be supported by the person receiving the complaint to put it in writing
 - Other as guided by the complainant to include:
 - Who is involved
 - What communication is required and how.

Related Documents:

Complaints Register
Code of Rights
Code of Conduct

Forms

Comments / Complaints Form

How to Make a Complaint or Raise a Concern

Discuss your concern with any staff member, this may include a member of your team, a member of the family support team or anyone else

Complete a feedback form and place it in the box located in the entrance. (This can also be used for compliments)



If you are not happy to do this or are not happy with the outcome, please get in touch with someone from the Centre management

- Deb Nind, CEO - deb.nind@championcentre.org.nz
- Beccy Creswick, Service Lead - beccy.creswick@champpioncentre.org.nz



If you are still unhappy with the outcome, please contact or ask to be contacted by a Champion Centre Trustee



For further assistance and resolution, please contact an external organisation such as

- The Ministry of Education
- The Health and Disability Commissioner
- Advocacy Services

Complaints can be made verbally or in writing

We try to resolve all complaints as quickly as possible and ideally within 15 working days

If your complaint relates to compliance in relation to our early childhood license, please contact the Ministry of Education Canterbury Office on 03 378 3700

OTHER HELP

The Health & Disability Consumer Advocacy Service:

Phone: (03) 377 75601 or 0800 377 766

Website: www.hdc.org.nz

Health and Disability Commissioner:

Phone: 0800 112 233

Website: www.hdc.org.nz

Ministry of Education

Canterbury Office Phone: 03 378 7300