

## **COMPLAINTS POLICY**

---

Marlborough Pacific Trust acknowledges that, under the Health and Disability Services (Safety) Act 2001 everyone has the right to make a complaint without this effecting any current or future care or treatment.

Marlborough Pacific Trust will endeavor to:

- Offer an 'open door' policy for complaints
- Provide a fair, simple and timely process
- Treat all persons with respect
- Use complaints as an opportunity to learn and to improve services.

1. MPT may receive complaints about its own services, employees or volunteer.
2. Where a person wishes to make a complaint about any matter, they should be encouraged to put the complaint in writing. If the complaint is being received verbally, the person receiving the complaint will make a full record of the concerns being expressed.
3. Information regarding how to make a complaint will be made available on the MPT website.
4. Information will be available to the public about the ability to make a complaint to the Health and Disability Commission (regarding services) or the Privacy Commissioner (regarding privacy issues) and how to do this.
5. All complaints will be treated in confidence.
6. Anonymous complaints will be received and investigated to the full extent possible.
7. All MPT employees are responsible for accepting complaints and following the process outlined.
8. Complaints will be acknowledged within 5 working days of receipt and MPT will aim to have all complaints resolved within 10 working days. A complainant will be updated on progress with investigating and resolving the complaint at intervals of no less than one month should more time be required.
9. MPT will have a person designated as the Complaints Officer to whom all complaints will be directed. This person is also responsible for entering all information into the Incidents Register including actions taken.

10. Internal complaints about MPT employees will be dealt with by the General Manager in accordance with the provisions contained within the employee's employment agreement and human resources policies. Where the complaint is regarding the General Manager, the responsibility is delegated to the Chairperson or authorized person.
11. The MPT Complaints Officer is the General Manager.

**Related Documents:** Complaints procedure 004a, Complaints form 004b, Incident Register

**Resources:**

- Charities Services <https://www.charities.govt.nz/charities-in-new-zealand/making-a-complaint/>
- The Code of Health and Disability Services Consumers' Rights
- Health and Disability Commissioner <http://www.hdc.org.nz>
- Privacy Commissioner <https://www.privacy.org.nz/your-privacy/how-to-complain/>



**Chairperson:** \_\_\_\_\_ **Date:** 11.03.2020

|                       |                   |
|-----------------------|-------------------|
| <b>Date Approved:</b> | <b>March 2020</b> |
| <b>Review Date:</b>   | <b>March 2023</b> |