

COMPLAINTS FORM

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.

If you are unhappy about a service, employee or volunteer of MPT, you have the right to make a complaint. Your complaint will be acknowledged within 5 working days of receipt. MPT will aim to have all complaints resolved within 20 working days. If a complaint can not be resolved within this timeframe, the complainant will be updated on progress with investigating and resolving the complaint, at intervals of no less than one month.

You are able to make a complaint in writing, verbally or in person.

If you would like to make a complaint in writing, please send to:

General Manager
Marlborough Pacific Trust
PO Box 1091
BLENHEIM 7240

If you are not happy with the result of your complaint, you are able to take the matter further by contacting the Human Rights Commission

<https://tikatangata.org.nz/resources-and-support/make-a-complaint>

