

COMPLAINTS PROCEDURE

This procedure provides a consistent approach to managing complaints received by Marlborough Pacific Trust.

Receiving complaints:

1. Written complaints

Written complaints including those received via the website will be forwarded immediately to the Complaints Officer.

2. Verbal complaints

If the complaint is made in person or by phone, the MPT employee must make a full record of the following:

- a) The name and contact details of the person making the complaint
- b) The service, employee or contractor the complaint refers to
- c) The general nature of the complaint
- d) The outcome the complainant is seeking
- e) The date of the cause for the complaint (when it happened)
- f) The date and time the complaint is being made and the name of the person receiving the complaint

Thank the complainant for contacting MPT about their issue / experience.

- a) Do not pass judgement about the person's experience or situation
- b) Do not provide any personal opinions
- c) Avoid any comments that would invoke the defence of either party
- d) Do not attempt to resolve the complaint

Forward the complaint to the Complaints Officer immediately.

Acknowledging receipt of a complaint:

The Complaints Officer will, within five (5) days:

- a) Notify the parties involved in the complaint that a complaint has been received
- b) Determine whether the complaint falls under the jurisdiction of MPT (i.e. should it be referred to a contracted provider).

- c) Acknowledge, in writing, the receipt of the complaint.
- d) Advise the complainant if the complaint falls outside of MPT's jurisdiction and give information on other avenues for resolving it i.e. Charities Services.

In the first instance, the complainant and the person or provider about whom the complaint is made, will be encouraged to resolve the complaint directly.

Investigating complaints:

- a) The Complaints Officer may allocate an appropriate person/s to investigate the complaint. If the complaint is about the conduct of a MPT employee the General Manager will investigate. Where the complaint is regarding the General Manager, the Chairperson is delegated with this duty. The investigations must act in accordance with Human Resource policies.
- b) An investigation will normally be completed within 10 working days of receipt and will be conducted in a manner that meets the following principles:
 - i. Is fair and thorough
 - ii. Makes every attempt to resolve the issues
 - iii. Respects the rights to privacy
 - iv. Consults with all those involved
 - v. Respects the rights to cultural values

The complainant will be provided with regular updates on the progress of any investigations.

Resulting actions:

As a result of the investigation, a decision will be made to either:

- a) Accepts the complaint is justified and takes actions to avoid a similar situation being repeated.
- b) Does not accept the complaint is justified or
- c) Refers the complaint to another agency

As soon as practicable after a decision is made the Complaints Officer will inform the complainant of:

- a) The decision and the reasons for it and
- b) Any actions MPT proposes to take.

The Complaints Officer will update the Complaints Register and ensure that any improvements necessary are communicated with staff.