



Complaints Procedure for Waiuku Family Support Network Clients

Purpose:

To have a fair policy and set of procedures for situations where complaints cannot be resolved between the parties themselves.

Scope:

The process is limited to complaints made against Waiuku Family Support Network (WFSN).

Method:

Clients using the services of Waiuku family Support Network (WFSN) may make a formal complaint about a paid worker, volunteer, or about procedures undertaken at WFSN in the following way.

1. Write a letter outlining your complaint addressed to the Board of Trustees. No action will be taken with complaints that are anonymous.
2. When the complaint is received an outline will be sent to the person involved.
3. The complaint will be referred to the first possible Board of Trustees meeting within receipt of the complaint. If the complaint is serious enough a special meeting may be held.
4. Both parties have the right to a support person of their choice to attend the meeting where the complaint is to be discussed. They may designate a representative to attend if unable to be present.
5. If the complaint cannot be resolved satisfactorily in a meeting, or to the complainant's satisfaction, independent mediators will be called in. both parties need to agree on the choice of mediators.
6. WFSN will not be liable for any expenses involved with mediation.
7. Action will be based on the outcome of the meeting.

8. An accurate summary of the outcome of the meeting will be given to the complainant with a copy kept on file.

This complaints procedure is designed to encourage all persons to share their concerns and to work towards a positive outcome.