

## 'How can I make my complaint more effective?'

### To help make your complaint more effective and easier to resolve:

- detail the facts and events clearly include important background information and outline any steps taken to fix the problem
- be clear about the outcome you want to achieve
- ask a friend or family member to help you raise your complaint or contact an advocacy service.

## 'Is other support available?'

### Please see the following resources which may be of assistance:

If you need legal advice:

The Local Community Law Centre  
(free legal advice to start)

[www.communitylaw.org.nz](http://www.communitylaw.org.nz)

If it is about your personal records:

The Privacy Commissioner

[www.privacy.org.nz](http://www.privacy.org.nz)

Freephone: 0800 803 909

If it is about race issues or discrimination:

Human Rights Commission

Freephone: 0800 496 877

[www.hrc.co.nz](http://www.hrc.co.nz)

## More Information

### Types of Complaint:

- Complaints about a member of staff should be directed to the General Manager
- Complaints about a client/student should be directed to the General Manager
- Complaints about the programme/service should be directed to the General Manager
- Complaints about the property/grounds should be directed to the Property Manager
- Complaints about a tenant should be directed back to the tenant concerned
- Complaints about the General Manager/Property Manager should be directed to the Chairperson of the Board

### Please submit complaints to:

The General Manager

[manager@gbwct.org.nz](mailto:manager@gbwct.org.nz)

PO Box 156

Tākaka, 7110



GOLDEN BAY  
WORKCENTRE  
TRUST

[www.gbwct.org.nz](http://www.gbwct.org.nz)



## Do you have a concern or a complaint?

Information about how to raise a concern or make a complaint.

For participants, clients, students and others in receipt of GBWCT services or attending GBWCT programmes

03 525 8099

[www.gbwct.org.nz](http://www.gbwct.org.nz)

## ‘How do I make a Formal Complaint?’

### **What steps to take when you have a concern or a complaint.**

The formal complaint procedure is designed to resolve problems for GBWCT participants who are having difficulties with other participants or staff that cannot be resolved informally.

Before filing a formal complaint, participants are encouraged to attempt to resolve the issue with the other person involved. Advocacy support is available on request to assist throughout this process.

Our focus will be on resolving your concern.

Please provide as much information as you can when you submit your complaint. This helps us to understand your issues and expectations.

When dealing with concerns or complaints we will select the options most likely to achieve the best outcome based on the nature of your concern.

In some cases, we may use other options, such as conciliation, mediation before conducting a formal investigation.

While formal procedures are available as a last resort, every effort should be made by all concerned to resolve the matter informally.

## ‘Who can raise a concern or make a complaint?’

### **Anyone in receipt of our services can raise a concern or make a complaint.**

This includes students, their parents or whanau, clients, participants or any other person attending GBWCT programmes.

If you are raising a concern about the services that someone else is receiving, you should make sure the person (or their representative) knows about it. In many cases we can only deal directly with the client, unless they are a minor.

We always encourage you to raise your concern with the staff member or other party in the first instance.

If you cannot resolve your concern directly with that person, you may email the General Manager ([manager@gbwct.org.nz](mailto:manager@gbwct.org.nz)) to escalate your concern/complaint.

We will assist you to resolve your concerns and respect your cultural background, disability, gender, sexual orientation or any other status.



## ‘What happens when I make a Formal Complaint?’

### **Our complaints process.**

- We will respond to your formal complaint within 5 working days.
- A copy of the complaint will be given to anyone named in the complaint, so they have a chance to respond.
- An investigation will be carried out. You may be asked to provide more information to assist this process.
- After all the information has been considered a decision will be made.
- You will be informed of the outcome within 20 working days of the complaint being received.
- If you are not satisfied, you may escalate the complaint to our Board of Trustees (within 5 days). The General Manager will provide the appropriate contact details.

## ‘Do I need to provide my name?’

### **No. You can submit your complaint anonymously or confidentially.**

However, this may limit what we can do to help, so it is best to submit your concern openly.

We can explain the differences between open, anonymous and confidential complaints when you contact us.