

GBWCT POLICY



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GBWCT COMPLAINT POLICY

The GBWCT welcomes feedback in respect of the services it provides and believes that all participants are entitled to have access to effective systems for handling complaints to ensure the Workcentre provides the highest possible standards of service.

All participants taking part in GBWCT programmes and services should be able to make a complaint, knowing that it will be fairly investigated.

It is important that the concerns of clients, students, participants, staff, parents/whanau, and members of the community are recognized and resolved in fair and consistent manner.

1.0 Purpose

To make a genuine effort to ensure that all complaints are investigated fairly at the earliest opportunity, and in a manner that respects all parties concerned.

A complaint is defined as any expression of dissatisfaction where a response or resolution is expected.

2.0 Guidelines

Overview:

1. The GBWCT will make a genuine effort to resolve all concerns and complaints.
2. Anyone with a concern is encouraged to discuss the matter directly with the person involved as soon as possible, to prevent issues escalating.
3. Concerns will be dealt with by the GBWCT using the process set out in the **Process for Concerns**. If the concern is not resolved through this process, a formal complaint may be made. This must be done in writing to the General Manager.
4. The process set out in the **Formal Complaints Procedure** will be followed once a complaint has been received. It is helpful for the complainant to include as many details as possible, including details of efforts to resolve the issue.
5. The BOT will be notified of all formal complaints.
6. All complaints will be treated in confidence. However, any person included in a complaint must be informed of the details of the complaint and be given an opportunity to address the complaint.

7. If a complainant is not satisfied with the outcome, they may appeal to the Board of Trustees.
8. While formal procedures are available as a last resort, every effort should be made by all concerned to resolve the matter informally.

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

3.0 Process for Reporting Concerns

Anyone with a concern is encouraged to discuss the matter with the person involved as soon as possible to prevent issues escalating.

Concern about a member of Staff or a Programme/Service

1. If you have a concern about a programme/service matter you should firstly discuss the matter with the staff member; then the General Manager; and lastly the Board of Trustees.
2. If the response provided does not fully address your concerns, you may wish to take the matter further by making a formal complaint (see Formal Complaints Procedure below)

Concern about a GBWCT Property or Grounds

1. If you have a concern about our property or grounds you should firstly discuss the matter with the Property Manager, then the Board of Trustees.
2. If the response provided does not fully address your concerns, you may wish to take the matter further by making a formal complaint (see Formal Complaints Procedure below)

Concern about a GBWCT Tenant

1. If you have a concern about one of our tenants you must address this directly with the tenant concerned.
2. The GBWCT does not have a role in addressing concerns or complaints about tenants.

Other Concerns

1. If you have a concern about a matter which you do not feel able to discuss with the Staff member directly or which does not involve a particular member of staff, you may contact the General Manager or a member of the Board of Trustees.
2. In all cases, if a concern is not resolved, a formal complaint may be laid.

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 through the *informal report and resolution process*, or that participants choose to have these investigated and judged in a formal setting. This procedure details the complaints process. Although the process is confidential, a participant's identity cannot be withheld from the person(s) identified as the source of the problem.

Informal report and resolution process:

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

4.0 Formal Complaints Procedure

Initial Complaint

A client may appoint an agent or an organisation to act or represent them on their behalf.

1. All formal complaints should be directed to the General Manager in the first instance. Complaints should be submitted in writing to: manager@gbwct.org.nz, 84 Commercial Street, Takaka, 7110.
2. The General Manager will acknowledge receipt of the complaint and provide written notification of the complaint to all parties involved, within five working days of receiving the complaint.
3. A copy of the complaint will be given to anyone the complainant names, for a written response.

4. The BoT will be notified of all formal complaints.
5. Unless the complaint is about the General Manager, the General Manager will conduct the investigation.
6. The General Manager will consider all information, make a decision, and inform the complainant in writing of any actions taken in resolution.
7. Where the General Manager considers a resolution is reasonable and effective, the complainant and the persons named in the complaint will be informed that that no further action is intended.
8. The General Manager will notify the parties of the findings of the investigation and a written notification of the findings will be sent within 20 working days of the complaint being filed.
9. The complainant may review the findings and decide if they are satisfied with the results.
10. If not satisfied. the complainant may appeal the finding by escalating the complaint to the Board of Trustees within five days of receiving the investigation outcome notification. The General Manager will provide the appropriate contact details.

Escalated Complaint

1. If the Chairperson is not satisfied with the initial outcome, the Board of Trustees will meet to discuss the complaint and recommend further actions.
2. The Board of Trustees may nominate a single Board Member (usually the Chairperson) or another third party to further investigate the complaint.
3. Any staff named in the complaint should be invited to submit their response to the complaint.
4. In the case of allegations which have disciplinary implications, the Board should convene to investigate and report only on the substance of the complaint.
5. This may include a professional representative nominated by the Staff member concerned.
6. All business concerning the complaint and action resulting from it will be held "in committee" and recorded as such.
7. Any member of the Board who is personally involved in the complaint shall take no part in the discussion about it, but may submit a statement on the matter.
8. Anyone with any personal involvement in the complaint shall not be involved in the process.
9. When a final decision is made, the Board of Trustees will notify the complainant and the other party in writing within 28 working days. The General Manager and staff involved will be invited to respond to the final report.
10. If the complainant is not satisfied, the Board Chairperson should advise the complainant of further avenues, e.g. Human Rights Commission, Ombudsman, etc.

Further Information

Participants may have a complaint that they wish to make about the Workcentre to an external agency. If the dispute or grievance cannot be resolved using the process above, please see below for details of the relevant Government Agencies to contact.

Participants may find that the Government Agency will refer them back to the Workcentre if they have not undertaken the process detailed above.

- Ministry of Social Development: 0800 559 009 or any W&I Office
- Youth Services: 0800 559 009
- New Zealand Qualifications Authority: 0800 546 8198
- Office of the Privacy Commissioner: 04 474 7590
- Health & Disability Commissioner: 0800 11 22 33
- Human Rights Commission: 0800 496 877