



COMPLAINT POLICY AND PROCEDURE

Service User

Purpose

To provide clear guidance to all users of Northable services on how to raise any concerns they may have about services, content of services and the way services are delivered, so that their concerns are addressed in a timely and fair way;

To provide a guide for staff on how to action a complaint when they receive one.

Key Principles

Comments, concerns and complaints covered by this procedure may be about any service provided by NorthAble.

NorthAble welcomes complaints and comments from Service Users as they provide an opportunity for learning and improving service provision.

NorthAble recognises that Service Users have the right to complain as specified in Right 10 of the Code of Health and Disability Services Consumers Rights.

A Service Users complaint will not adversely affect the quality of service they receive.

Procedure

1. The Complainant may wish to discuss the issue with a friend/family member/advocate first
2. A complaint can be made – verbally (in person or telephone) or in writing (by survey, letter, fax or email)
3. The complaint can be raised with:
 - the person the complaint is about or who is key in providing the service the complaint relates to
 - this persons Manager (Service Manager)
 - an Advocate
 - the Health and Disability Commissioner
4. The person contacted at NorthAble will actively listen to the issues, talk them through with the Complainant and come up with an agreement on how best to resolve the issue or complaint.
5. A staff member will advise their Service Manager of any complaint.
6. If the complaint is not resolved, the Complainant will be invited to contact the Service Manager.
7. The Service Manager will discuss/meet. If the complaint has not been put in writing, the Complainant will be asked if they would like to do so. The Service Manager will attempt to resolve the complaint through



listening, reviewing the issues, identifying the facts and through a facilitation meeting between the Complainant and the staff member involved (if this is appropriate).

8. If the outcome is still not satisfactory, or if the complaint is about the actions of a Service Manager, that complaint will be referred to the CEO. The CEO will attempt to resolve the complaint by listening, reviewing the issues, identifying the facts and facilitating any meetings required.
9. If the outcome of the investigation carried out by the CEO is not satisfactory, the Complainant will be invited to contact the Health and Disability Commissioner or relevant Government Ministry / Department.
10. If the complaint is about the actions of the NorthAble CEO, advice will be to address it to the Chairperson of the NorthAble Trust Board, contactable through NorthAble offices. The Chairperson will attempt to resolve the complaint by listening, reviewing the issues, identifying the facts and facilitating any meetings required.
11. If the outcome of the investigation carried out by the Chairperson is not satisfactory, the Complainant will be invited to contact the Health and Disability Commissioner or relevant Government Ministry / Department.

The Complainant will be reminded, at each step in the process that they are able to have a support person present and will be informed of their right to contact the Health and Disability Advocacy service, or other advocacy service of their choice.

Needs Assessment and Service Coordination Service (NASC) Appeals – Reconsideration Requests

Clients of the NASC service may wish to appeal part or all of the needs assessment and service coordination process. In the first instance you should take your appeal to your Service Coordinator who will

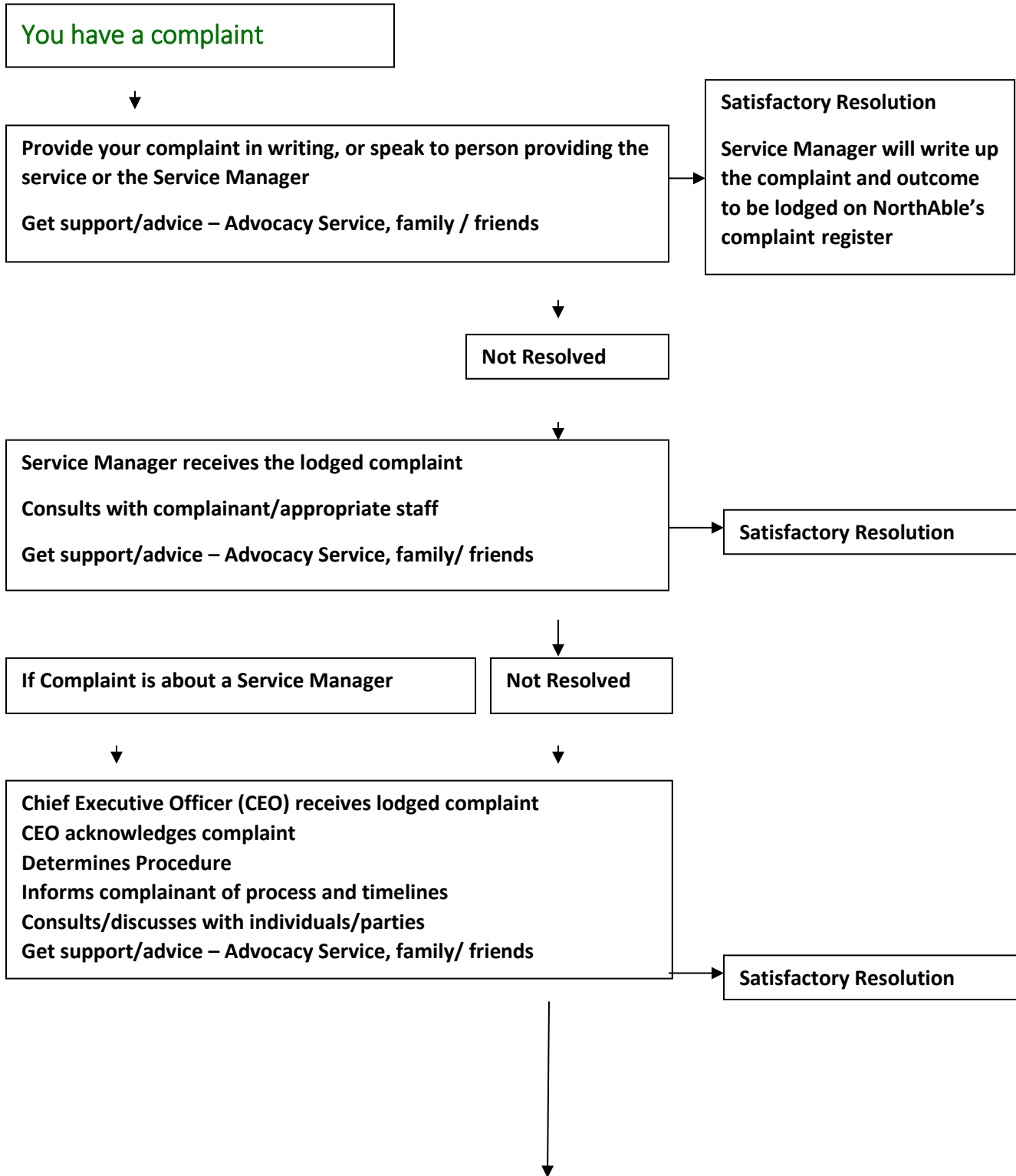
- arrange, as appropriate, a further assessment or further service plan with staff not involved in the original assessment or coordination.
- you will be presented with further plans
- if you remain dissatisfied follow the Complaints Procedure detailed above by firstly taking the complaint to the NASC Manager.

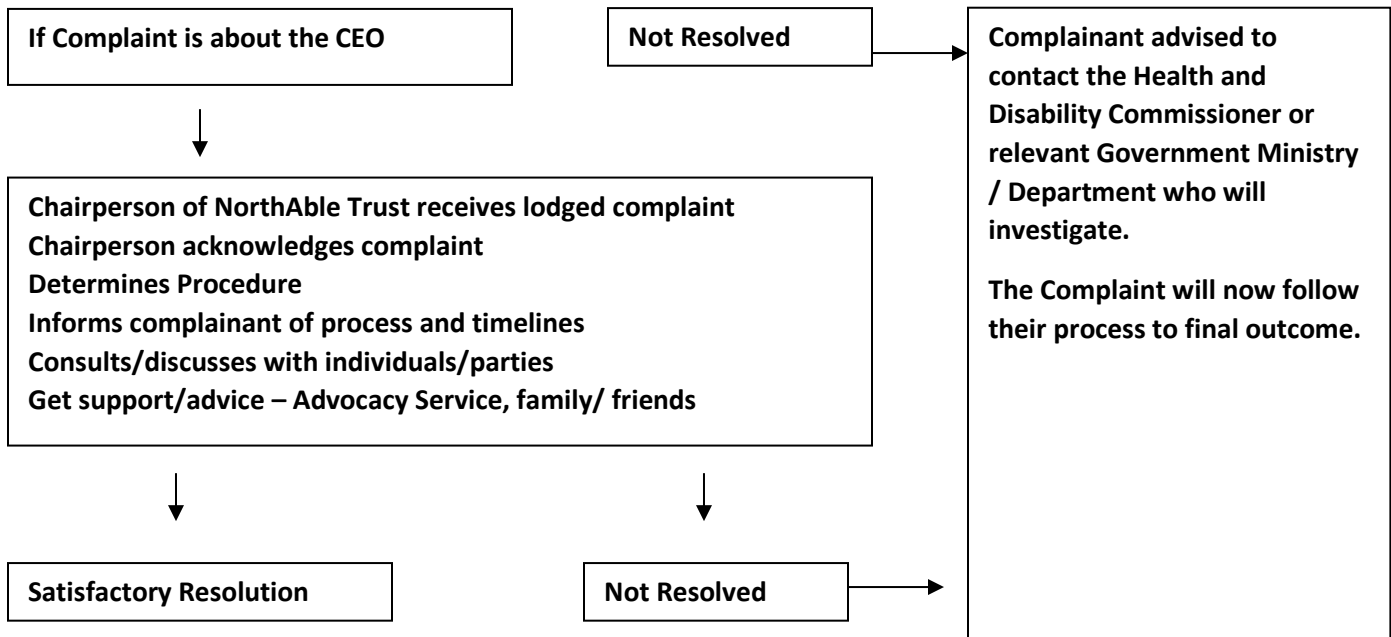
Associated documents

- Service agreements with Ministry of Health / Ministry of Social Development
- Code of Health and Disability Services Consumer Rights
- Individual Service Feedback Form
- Complaint Form
- Guide to Feedback Handling
- Feedback Register



Service Users Complaints Procedure Flow Diagram





Timeline

1. The complaint will be acknowledged in writing within **5** working days of receipt unless resolved to the satisfaction of the consumer within this period.
2. Within **10** working days of giving written acknowledgement NorthAble would have determined if any additional time is needed to process the complaint.
3. If additional time is more than **20** working days NorthAble will inform the Consumer of this and the reasons for it.
4. Every effort will be made to resolve complaints within 30 working days. The Complainant will be updated on progress at not less than monthly intervals from date complaint received.



NorthAble Service Users Complaints Procedure Contact Information

(view www.northable.org.nz for Trust Member and Employee names)

Service Managers

NorthAble
40 John Street
Whangarei 0110
Ph: 09 430 0988
Free ph: 0508 637 200
Fax: 09 4389468
Email: drc@northable.org.nz

NorthAble Trust Chairperson

NorthAble
40 John St
Whangarei 0110
Ph: 09 430 0988
Fax: 438 9468
Free ph: 0508 637 200
Email: drc@northable.org.nz

Health and Disability Advocacy

Freeph: 0800 555 050
Freefax: 0800 2787 7678 (0800 2 SUPPORT)
Email: advocacy@hdc.org.nz
Kaitaia: (09) 408 0006Kaikohe: (09) 405 2262
Whangarei: (09) 430 0166

Ministry of Health

PO Box 5013
Wellington 6011
Ph: 0800 373 664
Email: dsccomplaints@moh.govt.nz
Website: www.moh.govt.nz

Chief Executive Officer (CEO)

NorthAble
40 John St
Whangarei 0110
Ph: 09 430 0988
Free ph: 0508 637 200
Fax: 09 438 9468
Email: drc@northable.org.nz

Health and Disability Commission

Freeph: 0800 11 22 33
Email: hdc@hdc.org.nz
Address: PO Box 1791, Auckland,

Ministry of Social Development

PO Box 1556
Wellington 6140
Phone: 0800 556 006
Fax: (04) 918 0099
Website: www.msd.govt.nz