

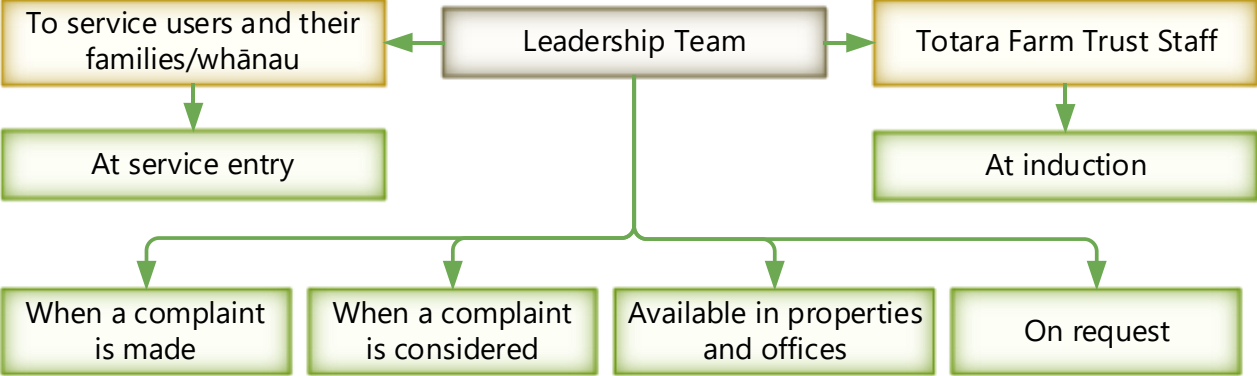
Complaints Management

Purpose	Totara Farm Trust will ensure that the right of service users and/or their family/whānau/supports and Totara Farm Trust staff to make a complaint is understood, respected, and upheld.	
Policy	<p>Totara Farm Trust have a fair, transparent, and equitable system in place to easily receive and resolve or escalate complaints in a manner that leads to quality improvement.</p> <p>All complaints will be managed in a systematic way as outlined in this document. Some complaints require notification to the relevant Ministry and will be processed using the appropriate format.</p>	
Scope	<ul style="list-style-type: none"> • Service users • Families/whānau and other supports • All staff 	
Standards	<ul style="list-style-type: none"> • <u>NZS 8134:2021 Ngā Paerewa Health and disability services standard 1.8 Nōku te mana ki te tuku amuamu I have the right to complain</u> 	
References		
Guidelines	<ul style="list-style-type: none"> • <u>Code of Health and Disabilities Services Consumer's Rights 1996.</u> • <u>HDC: complaints processes.</u> • <u>Self-audit: HDC complaints management guide.</u> • <u>Whaikaha – Ministry of Disabled people – know your rights</u> • <u>UN Convention on the rights of persons with disabilities</u> 	
Totara Farm Trust documents	<ul style="list-style-type: none"> • <u>Service user rights during service delivery</u> • <u>Advocacy and support</u> • <u>Open disclosure</u> • <u>Service user entry</u> • <u>Communication</u> • <u>Abuse and neglect</u> 	<ul style="list-style-type: none"> • <u>Independence, privacy, dignity, and respect</u> • <u>Informed consent</u> • <u>Interpreter services</u> • <u>Incident reporting and critical incident management</u> • <u>Planning and support</u>
Definitions		
Complaint	<p>A complaint is</p> <ul style="list-style-type: none"> • Any expression of dissatisfaction about services provided. • Dissatisfaction or unacceptable conduct of a staff member, student placement, volunteer, contractor, or Board member of Totara Farm Trust. 	
Comment	<p>A comment/feed-back is an observation, remark or expression of opinion about aspects of services that could be improved. All comments will also be considered as an opportunity to improve the services we provide.</p>	
A comment is not a complaint		
Complaint sources	<ul style="list-style-type: none"> • Directly from a service user • By family/whānau. • By staff • By advocates. • By a member of the public. 	<ul style="list-style-type: none"> • By the Privacy Commissioner's office. • By the Health and Disability Commissioner's office. • By another service provider.
Anonymous Complaints	<p>Complainants have the right to be anonymous. Investigation will occur within the limitations caused by the anonymity.</p>	

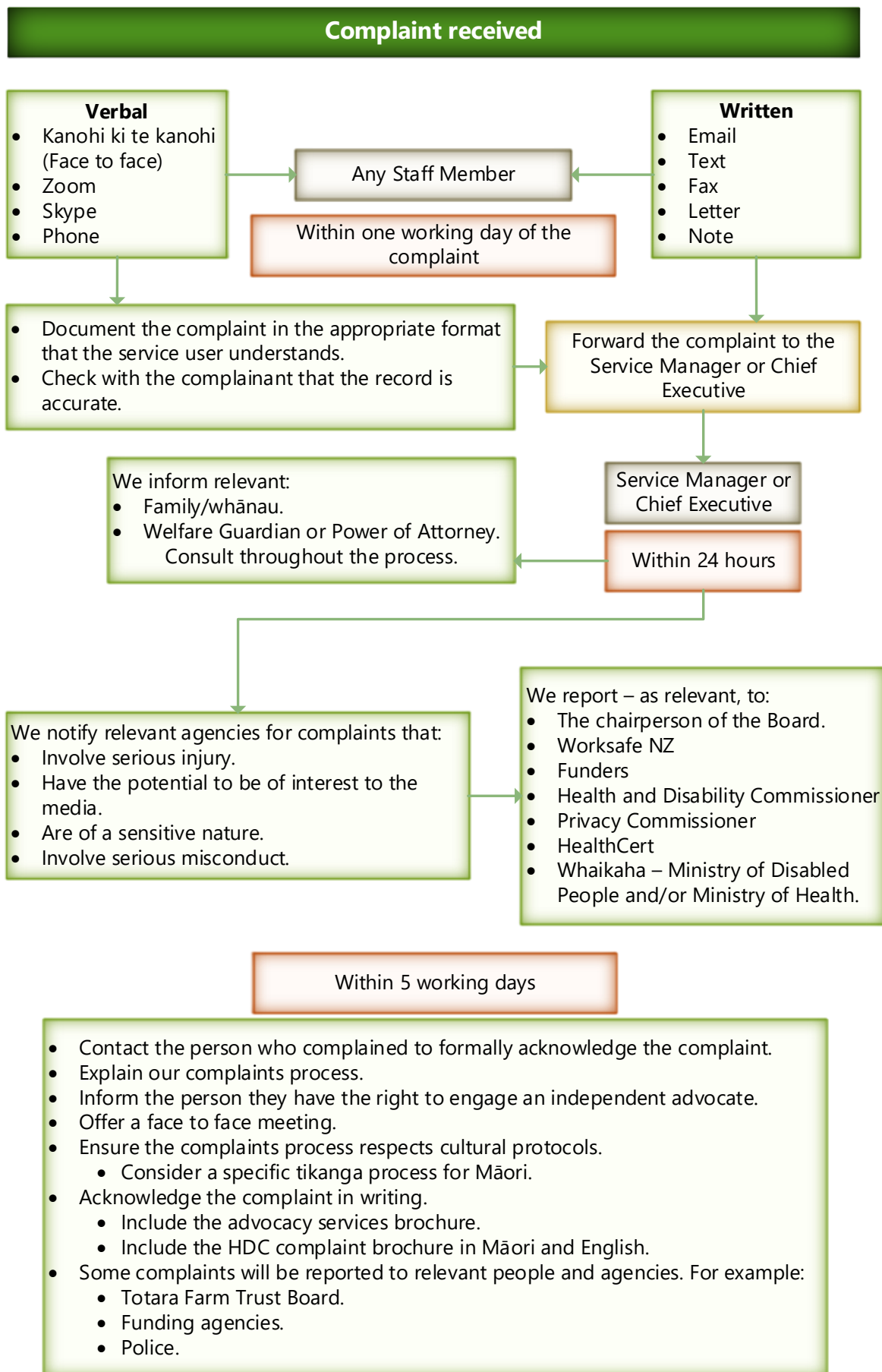
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! Totara Farm Trust does not distinguish between formal and informal complaints.
A complaint is a complaint!

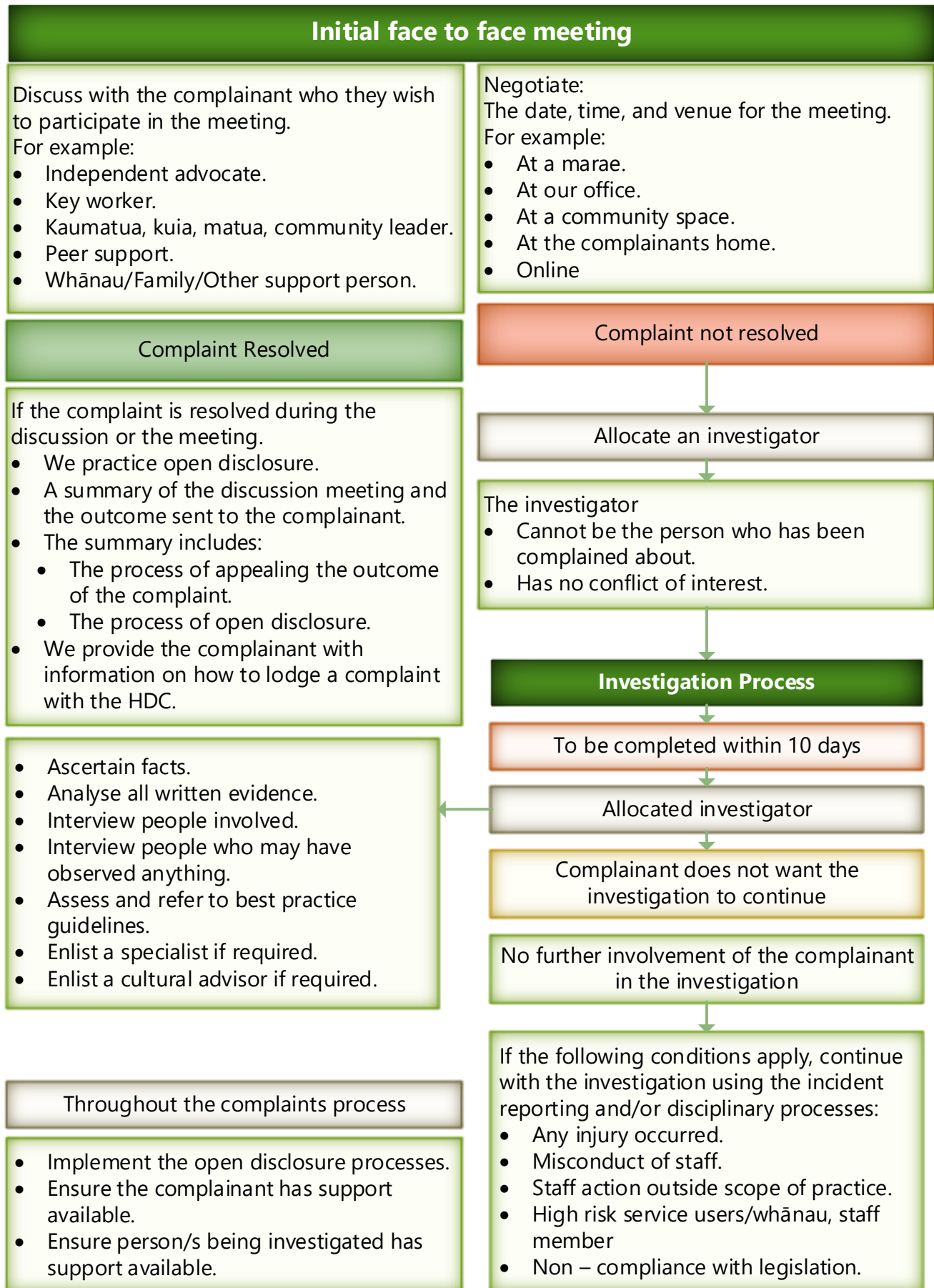
Complaints process information provided



Complaints Management



Complaints Management



Complaints Management

Investigation Completed

Within 10 working days of the complaint being acknowledged

- We invite the complainant for a meeting to discuss the result of the investigation.
- We discuss the preferred meeting setting with the complainant.
- We encourage the complainant to bring supports of their choice, for example:
 - Independent advocate.
 - Kaumatua, kuia matua, community leader.
 - Key worker.
 - Peer support.
 - Whānau/family.
- A letter with the result of the investigation is sent/given to the complainant.
- Includes information on appeal processes.

Final letter to the complainant including open disclosure requirements:

- Apology
- Inform what happened
- Inform what measures have been put in place to make changes or improvements

Investigation time needs extension

Inform complainant that the investigation will exceed 10 working days.

Complaint Resolved

Complainant not satisfied

- Summary of the meeting/outcome of the investigation is sent to the complainant.
- Update the complaints register.

Appeal initiated

Complaint closed



- All documentation relating to the complaint will be filed in the complaints folder either electronically or paper folder.
- The service users records will refer to the complaint and the location of the documentation.

The complaint documentation is not held in a service users file!

Complaints Management

Appeal Process

Service Manager/Chief Executive/External Reviewer

The Complainant does not accept the outcome of the complaints investigation

Within One week

Encourage the complainant to bring a support person to the meeting, for example:

- Family/whānau
- Advocate
- Interpreter
- Key worker
- Cultural support
- Peer Support

- Seeks information from the person who investigated the complaint.
- Reads the complaint related documentation.
- Contacts complainant
- Offers to meet.
- Ascertains what the complainant is unhappy with

Discerns

- Soundness of investigation.
- Need for reinvestigating.
- Any other steps to be taken.

Within 5 working days

Decision on next steps is made

Close investigation and complaint

Yes

No

- Inform the complainant of the decision in writing.
- Write a letter to the complainant explaining the decision making processes.
- Include in the letter that the complainant can be further investigated by:
 - The Health and Disability Commissioner.
 - Whaikaha – Ministry of Disabled People.
 - The Privacy Commissioner.
 - The Human Rights Commissioner.
- Update the complaints register.

- Follow the investigation process again.
- If the complainant is still not satisfied with the outcome suggest that the person complains directly to:
 - The Health and Disability Commissioner.
 - Whaikaha – Ministry of Disabled People.
 - The Privacy Commissioner.
 - The Human Rights Commissioner.
- Update the complaints register.

Complaints Management

Service Improvement Process

