



Client Complaints Procedure

All clients and their family/whānau/advocates have the right to express their concern and/or complaints knowing they will be treated in confidence and without prejudice.

Procedure

- All complaints relating to Vocational Services will be investigated objectively and professionally with sensitivity to cultural issues and other values by the General Manager
- The complainant may discuss the complaint with someone other than MARC staff and they will be informed of their options regarding this
- The complaints procedure can be accessed anonymously by the client, or their advocate.
- A complaints form will be given to the complainant to complete
- All complaints will be acknowledged in writing within 5 working days, unless the complaint has been resolved to the satisfaction of the complainant within that time period
- A letter from the General Manager confirming the investigation and outcome of their complaint will be sent to the complainant within 10 working days
- If the complaint has not been resolved within 10 working days, an interim letter will be sent to the complainant from the General Manager explaining the delay and confirming when the complaint is likely to be resolved
- All complaints will be logged in the complaints register and reported on at Team Meetings and Board meetings
- Records will be maintained of all complaints received including the investigation report and action taken to prevent recurrence of the incident.
- Complaints summary will be maintained to monitor and identify trends where they exist and reported on monthly.

- Information will be provided to the service user and/or their representatives on their first contact with MARC, and as necessary thereafter, on how a complaint may be made to:

The Health and Disability Commissioner

PO Box 12 299, Wellington

Phone: 0800 11 22 33

Website: www.hdc.org.nz

Southern Advocates Trust

Phone: (03) 479 0265 (This service is free)

If the complainant is not satisfied with the outcome of the investigation there is an appeal procedure within the complaints policy.

The services of an independent advocate will be utilised, as necessary, or as requested by the complainant, to facilitate the satisfactory resolution of complaints. The General Manager will ensure the complainant is informed of the availability of independent advocates provided under the Code of Health and Disability Services Consumers' Rights (1996).

The General Services Manager will:

- Oversee investigation of the reporting of complaints and outcomes to both the complainant and the service.
- Provide the complainant with the option of an independent advocate and review by the commissioner
- Investigate complaints and keep the Board informed as necessary

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