



## Complaints/Concerns Policy

### **Aim:**

We are committed to providing the best service available to our residents. Included is a commitment of service to all clients including resident's families, friends, visitors, support people, employees, volunteers and sub-contractors. All residents will be made aware of the complaints policy on their entry to service.

Should anyone feel aggrieved, concerned or have any complaints about any matter arising from the operation of this village, then the complaints procedure is available to address these issues.

This procedure is based on the principles of natural justice along the guidelines issued under right 10 of the Health & Disabilities Services Consumer Code of Rights and the Retirement Villages Code of Practise 2008. The Code of Rights covers all aspects of the quality services but does not include complaints about which services are or are not provided.

We will facilitate the fair, simple and timely resolution of all complaints brought to our attention.

### **Procedure for Making a Complaint:**

Any person has the right to complain in any form appropriate to them. This could be verbally or mailed to the Village Manager on a complaint form in writing. They can use a support person to make a complaint. Where a complaint is given verbally to the village manager, the village manager will write the complaint up, based on what the resident tells them at the time they make the complaint. Complaints are viewed in a positive light as they are considered an opportunity for improvement. A resident may request that the residents' committee call a meeting with the village operator or statutory supervisor. **In every case the resident must provide a signed and dated copy of the complaint to the village manager.**

We encourage you to make any complaints about our service to us directly in the first instance. We are committed to sort out any complaints as soon as possible and we view these as opportunities to improve our service to you.

### **Address the complaint to the village manager in the first instance or:**

1. The individual or individuals who provided the service complained of;
2. Any person authorised to receive written complaints (any staff member who will forward these to the village manager);
3. Any other appropriate person such as Covenant Trustee Services, PO Box 4243, Shortland Street Auckland 1100, Phone 0800 268 362.

Concerns or complaints will be dealt with in a sensitive, objective and professional manner. This sensitivity will give consideration to cultural and other values. The resident and significant others must feel secure that the resident will not be adversely affected by exercising their rights to question the service being provided. If you feel unable to make you complaint to us, you have the right to contact the statutory supervisor directly at the telephone number noted above.

**Investigation:**

**On receiving a complaint, we will:**

1. Acknowledge your complaint in writing within 5 working days including an apology;
2. Investigate your complaint thoroughly, fairly and impartially;
3. Document the investigation process;
4. Provide you with any relevant information about the complaint.

**Within 10 working days of giving written acknowledgement of your complaint we will:**

1. Decide whether the complaint is justified or not;
2. Advise you if more time is needed to investigate your complaint;
3. If further time is needed, we will advise the expected time-frame to complete the investigation;
4. If more than 20 working days is required to achieve a satisfactory solution, we will advise the reasons for any delay.

If your complaint is not resolved quickly, we will inform you about the progress of your complaint at least monthly.

**Once we have completed the investigation into your complaint, we will advise you in writing of:**

1. The outcome of the complaint and any resolutions;
2. Reasons for the decision;
3. The appeal process if you are not satisfied with our response or investigation.
4. All complaints are documented fully and all documentation pertaining to the complaint will be kept in the Complaints File.
5. Confirmation will be sought from the complainant to verify satisfaction with the outcome of the complaint investigation.

Complaints made anonymously will not be responded to individually.

All complaints will be discussed at management meetings and included on the complaints register at the time of receiving the complaint.

The concept of 'Open Disclosure' will be implemented throughout all interactions with others to ensure transparency and timely communication of relevant information.

**Formalising Informal Concerns:**

At times there may be minor annoyances or issues that concern a resident, their family/whanau or a visitor. In the event a person raises a 'concern' with a staff member, and they do not wish to make a formal complaint, the staff member becoming aware of the 'concern' should complete a 'quality improvement/corrective action' form to ensure the opportunity to improve service is not missed. This should be added to the quality improvement register for implementation and evaluation.