

Complaints

Avonside House Trust is committed to delivering a service to the highest standard which means it is important to address problems and concerns about the service that arise to demonstrate continuous quality improvement.

AHT deals with complaints from the people we support and/or their Whanau, external providers and staff complaining about the performance of each other or where they believe a member of the management team may have acted outside the scope of their role.

In all cases it is better to address the complaint directly with the person concerned and give them an opportunity to rectify the issue. Where this is not practical or appropriate AHT has a robust complaints procedure outlined below.

Complaints Procedure

- AHT treats all complaints seriously, aims to resolve complaints within 20 working days, and will discuss progress and outcomes with complainants during this process.
- This includes acknowledging the complaint in writing within 5 working days of receiving a complaint (unless resolved to the satisfaction of complainant prior)
- Within 10 working days after written acknowledgement of complaint AHT will let the complainant know if the complaint is accepted and if they require more than 20 days to investigate.
- AHT will also advise the people we support of the availability of independent advocates and the Health and Disability Commission
- AHT will let the complainant know of reasons for decisions made through the process and outcome, any actions that may be taken and any appeal process.

If the matter is not resolved for you, then you can put the complaint in writing, including:

What you consider the problem to be, any supporting evidence of the problem if you have it, how you believe this problem could be resolved for you. So that we can make a further effort to resolve the issue for you. If the problem cannot be resolved, you can seek help from an external party, eg one or more of the following:

- Health & Disability Advocacy Service
- Ministry of Business, Innovation & Employment, which offers free information and mediation to help employers and employees work together to resolve problems
- a union or an advocate a lawyer
- You can invite a support person or legal representative to attend all steps in the process.

Complaints Procedure flow chart

Complaints should be raised with the person concerned in the first instance. If this is not practical, all complaints should go through the Residential Supervisor or Manager

Complaint made

Inform Manager immediately

People we support advised of rights to see Advocacy service and complain to Health and Disability Commissioner

Complaints form filled in within 24 hours

Manager/Chairperson records complaint in the Manager's section of the complaints

Manager/Chairperson investigates

Manager/Chairperson meets/communicates with Complainant within 5 days

Complaint not resolved

5 day letter sent to Complainant

Complainant advised in writing about the progress of the complaint at intervals of not more than 1 month

Complainant advised in writing of reasons for the decision, the action AHT will take, the right of appeal

Final decision made

Complaint resolved

Complaints about the Manager go to the Chairperson.
Contact: Barry Dent at bazzad.business@gmail.com

Complaint Resolved

Refer to Health & Disability Commission.

Remember; everyone has the right to be heard, including the person that the complaint is being made about.