

Complaints about services at C.A.R.E. Waitakere Trust

C.A.R.E. Waitakere Trust is committed to providing an excellent service for you. We value the feedback you give us and are interested in what you have to say. We would love to hear about what we are getting right. Sometimes, however, you may want to let us know about something you are not happy about; you may have a complaint about the services we provide. Any person who comes to C.A.R.E. Waitakere Trust for counselling, budgeting or other support services has the right to have their concerns thoroughly looked into within the complaints procedure. Please refer below for information of what to do if you have a complaint:

Steps to Making a Complaint

1. If you have a complaint against any member of staff, you are encouraged in the first instance to raise and discuss the matter with the person concerned. If the staff member is a counsellor or budget advisor and you are unsure of when would be a good time to speak with them, please ask our receptionist about this.
2. We understand that sometimes it may not be possible or appropriate to talk directly with the staff member concerned. If this is the case, or you have spoken with the staff member but are still dissatisfied with the situation, the matter should be brought to the Director. You can do this by:
 - a. Speaking with the Director in person - contact the receptionist (via phone or in person) to organise a suitable time.
 - b. Writing a letter to the Director.
3. Once the Director has received your complaint and has heard your concerns, the matter will be discussed with the staff member concerned and the complaint will be recorded.
4. If appropriate, a mediator who is acceptable to all parties may be appointed. You are welcome to bring a support person to this meeting.
5. It may be appropriate that your complaint is taken to the staff member's professional association, and if so we can support you in this process.

Please Remember:

- Your complaint and feedback is important to us
- We can support you through the complaint making process
- Your right to services at C.A.R.E. Waitakere Trust will not be lessened because you have made a complaint.
- To see a full copy of our complaints procedure please enquire at Reception.

NOTE: The procedures for dealing with allegations of abuse of any kind towards a child are set out under C.A.R.E. Waitakere Trust's Paramourncy Policy.



Steps to Making a Complaint

1. Talk to the staff member concerned

If speaking with the staff member is not possible or appropriate then...

If you have spoken with the staff member but the situation is not yet resolved then...

2. Talk to the Director
In person OR by letter

3. The Director will record your concern and speak with the staff member concerned

If the matter is unresolved:

4. You can participate in a mediation meeting involving:

- You
- Staff Member concerned
- Support person for each party if needed
- Independent mediator

If appropriate the complaint may be referred to the staff member's professional association.

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If you have any questions or would like to read the complaints procedure in full please feel free to ask us.