

## COMPLAINTS POLICY

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Marlborough Youth Trust (MYT) acknowledges that under the Code of Health and Disability Services Consumers' Rights Amendment Act 2004 (Right 10), the right for your complaint to be taken seriously.

### 1. Purpose

- Marlborough Youth Trust (MYT) will endeavour to achieve the following:
  - a user-friendly system
  - complainants are heard and understood.
  - complainants are respected.
  - explanations and apologies are provided where appropriate.
  - action is taken as soon as possible.
  - clear delegations and procedures for staff to deal with complaints and provide remedies.
  - a recording system to capture complaints data.
  - the use of complaint data to identify problems and trends.
  - an outcome of improved service delivery in identified areas.
- MYT may receive complaints about its own services or by its contracted providers. In the case of contracted providers, MYT will, in the first instance, refer the complainant to the Complaints Officer.
- Where a person wishes to make a complaint about any matter, they should be encouraged to put the complaint in writing. If the complaint is being received verbally, the person receiving the complaint will make a full record of the concerns being expressed.
- Information regarding how to make a complaint is available on the Marlborough Youth Trust website.
- Information is available to the public about the ability to make a complaint to the Health and Disability Commission (regarding services) or the Human Rights Commission (regarding services) or the Privacy Commissioner (regarding privacy issues).
- Individuals may choose to use a hui for the airing and resolution of a complaint and this opportunity should be available.
- All complaints will be treated in confidence and are managed with sensitivity to respect the values, beliefs, and culture of the consumer.
- All staff are responsible for accepting complaints and following the process outlined.
- Complaints will be acknowledged within 5 working days of receipt and MYT will aim to have all complaints resolved within 20 working days. A complainant will be updated on progress with investigating and resolving the complaint at intervals of no less than one month should more time be required.
- MYT will have a person designated as the Complaints Officer to whom all complaints will be directed. (Chairperson) This person is also responsible for ensuring the Incidents Register is updated and actions taken.

- Internal complaints about staff will be dealt with by the Chairperson in accordance with the provisions contained within the employee’s employment agreement and human resources policies.

**Related Documents**

[OP-PROC 02 Complaints reporting procedure](#)

[Complaints Register 2024](#)

**Resources**

- [The Code of Health and Disability Services Consumers’ Rights](#)
- Health and Disability Commissioner <http://www.hdc.org.nz>
- Privacy Commissioner <https://www.privacy.org.nz/your-privacy/how-to-complain/>
- Human Rights Commission <https://tikatangata.org.nz/resources-and-support/make-a-complaint>

**Chairperson:**



**Date:** 28.01.2025

<b>Date Approved:</b>	<b>January 2025</b>
<b>Next Review Date:</b>	<b>December 2028</b>

Person Responsible: Chief Executive

Signed: \_\_\_\_\_

Date Approved: \_\_/\_\_/\_\_\_\_ Review Date: \_\_/\_\_/\_\_\_\_