

COMPLAINTS PROCEDURE

To ensure that Marlborough Youth Trust (MYT) facilitates a fair, simple, timely and efficient resolution of complaints 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

This procedure should be used by all employees and contractors involved in complaint management.

2. Responsibilities

MYT

- Provides staff training on the Health and Disability Code of Rights.
- Provides specific instruction and training to all staff on dealing with complaints and referring complainants to advocacy services, during their orientation to MYT.
- Complies with all requests from the Health and Disability Commissioner's (HDC) and Human Right Commission offices.
- Designates a staff member as the **Complaints Coordinator**.
- Undertakes regular review of complaints, highlighting any service failings that need to be fixed, and follows up on outstanding actions and or resolutions.
- MYT staff familiarise themselves with the Health and Disability Code of Rights and maintain a positive and initiative-taking culture when dealing with complaints.

Complaints Coordinator

As delegated by MYT:

- Accepts and acknowledges complaints, assisting as required.
- Coordinates the investigation into the complaint.
- Ensures that MYT complies with the legally assigned timeframes and documentation.
- Maintains registers of complaints received, including outcomes and changes to services or work procedures resulting from investigating each consumer complaint.
- Can be requested by Management to provide an explanation and the resolution to the complainant.
- Can be requested by Management to provide a report on the status of complaints received, with any trends identified.

3. PROCEDURE

Responding appropriately to complaints is an important way of restoring trust in a service and preventing a minor grievance from escalating into a major incident.

Staff are informed of the Complaints Procedures through the following means:

- Advocacy Services information that is available and easily accessible.
- MYT policies folder.

3.1 Receiving Complaints.

MYT staff involved in receiving complaints are encouraged to:

- Listen
- Give no excuses or arguments.
- Advise the complainant that you will take their details and reassure them that the most appropriate Management will contact as soon as possible them. If the complainant is extremely agitated or wants to make the complaint immediately, take details of the complaint, ensuring that the complainant's contact details are accurately recorded.
- Pass information to the MYT Complaints Coordinator.

On receipt of complaints either verbal or written, the **Complaints Coordinator** will:

- Enter details into the Complaints register.
- Establish and maintain a confidential soft copy file for each complaint received.
- Date the written complaints with the date of receipt.
- Transcribe verbal complaints immediately.
- Advise serious complaints to the MYT Chairperson without delay.
- Advise the appropriate Management.

Management will:

- Send the complainant an acknowledgement within **five days** using the same method that was used to contact MYT to:
 - Confirm receipt of the complaint.
 - Provide details of who will investigate the complaint and that person's contact details.
 - Offer the complainant an opportunity to meet and discuss the issue further, either with or without the staff member involved. The complainant must be advised of their right to bring a support person or advocate all meetings.
 - Advise the complainant of the process, including legal timeframes.
- If resolved within **five days**, the complaint resolution must be documented, and MYT Complaints Coordinator advised.
- Advise the complainant that they will receive a progress report within **twenty days** or will be given written updates at intervals of not more than one month if the process takes longer than twenty working days until the investigation into the complaint has been completed and the outcome has been advised to them.
- Provide clear details on how to contact local advocacy services and /or the Health and Disability Commissioner's Office, either if they prefer to, or if they are unhappy with the outcome.

In the event of an enquiry from the Health and Disability Commissioner's Office, or the Human Rights Commission, the **Complaints Coordinator** will liaise with Management / Chairperson who may:

- Advise MYT Board, Complaints Coordinator, and the other staff involved.
- Determine who will respond to the HDC.
- Establish and maintain a confidential file.

- Ensure the response includes all requested information and meets specified times.

4.2 Complaints investigation

When investigating a complaint, MYT will seek to establish the events that occurred, identify the underlying causes or contributing factors, and recommend preventative strategies. Investigations of complaints will be complete and based on facts, using relevant information and or documentation provided by complainants, youth worker, or other staff directly involved in the complaint.

Chairperson:  Date: 28.01.2025

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