

Summary of Project Restore NZ Inc. Complaints Policy and Procedures

What can you expect from us at Project Restore Inc.?

We (Project Restore Inc.) aim to treat you fairly, and with dignity and respect. Our complaints procedure is based on the principles of restorative justice and is compliant with the Health and Disability Act and Code of Rights.

Would you like to share your views and experiences with us?

We welcome your feedback and see this as an opportunity to improve our service. If we receive feedback from you, we will record it as soon as possible and notify the Services Manager. We try to respond to feedback within 10 days of receiving a feedback form.

What can you do if you are unhappy about our service?

If you are unhappy about our service, you can do one of the following:

- fill in a feedback form
- advise us of an informal concern (if you are dissatisfied about our services or operations)
- lay a formal complaint either orally or in writing (if you have requested the complaint to be viewed as serious, or if the Services Manager views it serious enough to need more investigation).

We encourage you to have some form of support when making a complaint and going through the formal complaints process. We keep all the information about your complaint confidential. In the complaints procedure, the **respondent** refers to the person(s) about whom the complaint has been made. The **complainant** is the person making the complaint (you).

What happens if you have an informal concern?

Within five working days of receiving your concern, the Services Manager must oversee:

- acknowledging receipt of your concern
- giving you information about the process
- discussing and clarifying your concern with you.

As soon as possible after that, the Services Manager must oversee:

- discussing with you how you'd like to resolve the matter
- informing the respondent about your concern
- discussing your concern and possible resolution with the respondent
- attempting to resolve your concern within 10 working days of acknowledging receipt of your concern.

The whole process should be completed within six weeks, except for circumstances beyond our control. If it is not completed within 10 weeks, the matter will become a formal complaint.

What happens if you have a formal complaint?

The Services Manager will:

- record your complaint
- acknowledge your complaint in writing within 5 working days of receiving it

- inform you about the complaints procedure
- determine if any immediate safeguards are required
- notify the Executive Committee about receiving your formal complaint
- constitute the Complaints Committee.

The Complaints Committee will:

- address conflicts of interest
- identify possible Procedural Advisors
- advise you about the members of the Complaints Committee
- appoint a person to interview you (the Committee Nominee).

The Committee Nominee will interview you and report to the Complaints Committee.

The Complaints Committee will:

- receive your Complaint Information Report and take appropriate action if your complaint should be referred to another party such as the police
- advise the respondent about your complaint
- appoint a member to interview the respondent
- prepare summaries of your complaint information.

The Committee Nominee will interview the respondent and report to the Complaints Committee.

The Complaints Committee:

- will receive the Complaint Response Report
- will arrange for and consider additional information
- will carefully consider all relevant information
- will determine the best resolution path within 10 working days of the Services Manager acknowledging receipt of your complaint
- may decide that more time is needed to investigate your complaint and if that will be more than 20 working days, then you will be informed of that decision and the reasons for it
- may decide to make recommendations to the Executive Committee about you, the respondent and its findings
- may refer the matter to another body such as the police or may request formal mediation services from the Health and Disability Service Commissioner (H&DC).

The Complaints Committee Convenor will:

- document the complaint and action taken
- convey the outcomes in writing to everyone involved.

The Services Manager or Board Member will securely file all documents.

You will receive monthly updates throughout the process. You may make a formal complaint to the H&DC at any stage.

What if you're not happy with our response?

If you advised us of an informal concern, then you can lodge a formal complaint if your concern is not resolved to your satisfaction.

If you lodged a formal complaint and are unhappy with the outcome, then you can:

- lodge an appeal with the Executive Committee Board
- apply for a review of a decision made by the Complaints Committee within 14 days of being advised of the decision.

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