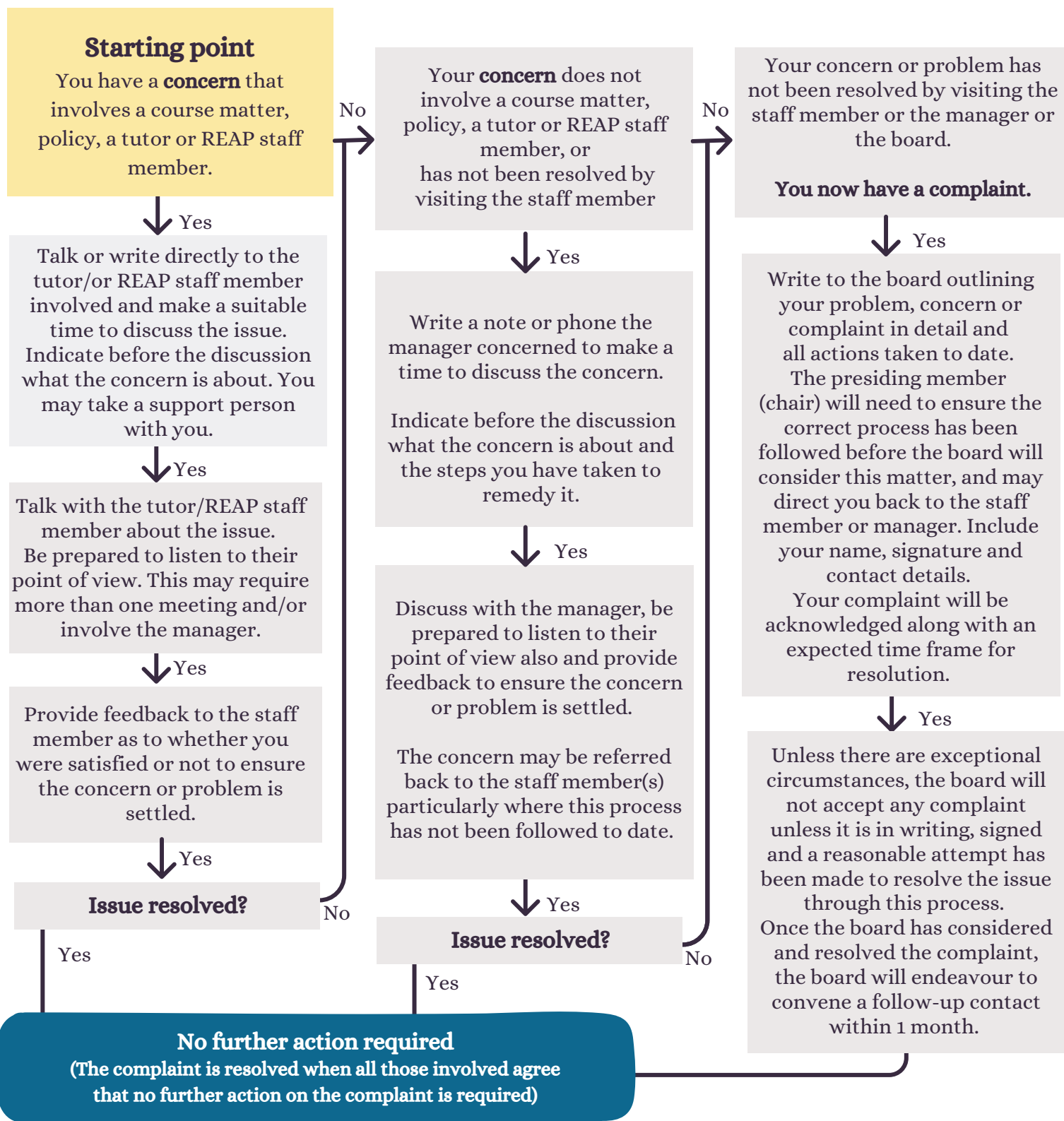


CONCERNS AND COMPLAINTS PROCEDURE

Advice for learners, whānau and community



Contact us at:
Phone: 03 448 6115
Freephone: 0800 267 327
admin@coreap.org.nz
14 - 20 Centennial Ave
Alexandra 9320, New Zealand

**A GOOD SERVICE WELCOMES COMPLAINTS
YOU HAVE THE RIGHT TO COMPLAIN**

CONCERNS AND COMPLAINTS PROCEDURE

Advice for Central Otago REAP Staff

Starting point

A person has a **concern** that involves a course matter, policy, a tutor/or REAP staff member.
-Share the concerns and complaints procedure flowchart with them.

↓ Yes

Make a suitable time to discuss the issue with the person.
Ask the person to indicate before the discussion what the concern is about.
You may want to ask a colleague/manager to be present as support.

↓ Yes

Talk with the person about their concern.
Be prepared to listen to their point of view.
This may require more than one meeting and involve the manager.

↓ Yes

Ask for feedback from the person as to whether they are satisfied or not that the concern is resolved.

↓ Yes

Concern resolved?

Yes

No

No further action required

(The complaint is resolved when all those involved agree that no further action on the complaint is required)

No

The **concern** does not involve a course matter, policy or particular staff member or, has not been resolved by discussions with the tutor/or REAP staff member.

No

↓ Yes

Write a note or phone the manager concerned to make a time to discuss the concern or problem.
Indicate before the discussion what the concern is about and the steps you have taken to remedy it.

↓ Yes

Discuss with the manager, be prepared to listen to their point of view also and provide feedback to ensure the concern resolved.

↓ Yes

Ask for feedback from the person as to whether they are satisfied or not that the concern is resolved.

↓ Yes

Concern resolved?

Yes

No

The concern or problem has not been resolved by visiting the staff member and/or the manager.

The person now has a complaint.

↓ Yes

Advise the complainant to write to board outlining their problem, concern in detail.
As the staff member concerned share all actions taken to date with the board.

The presiding member (chair) will need to ensure the correct process has been followed before the board will consider this matter, and may direct you back to the manager.

The complaint will be acknowledged along with an expected time frame for resolution.

↓ Yes

Unless there are exceptional circumstances, the board will not accept any complaint unless it is in writing, signed and a reasonable attempt has been made to resolve the issue through this process.

Once the board has considered and resolved the complaint, the board will endeavour to convene a follow-up contact within 1 month.

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COMPLAINTS PROCEDURES

Guide to making a complaint:

If you believe that you have not received good service from a staff member of Central Otago REAP you have a right to complain.

The steps to take are:

- Talk or write directly to the tutor/or REAP person involved. Very often they will welcome your complaint as it helps them improve their standard of service or uncover a problem
- You may take a friend or relative to support you
- If you are not satisfied with the outcome, or wish to complain directly, you may contact The Manager, Central Otago REAP, 14 – 20 Centennial Ave, Alexandra
- The complaint will be acknowledged within 3 working days by the Manager or a delegated person.
- Complaint resolution aims to find an outcome that minimises detriment to ongoing relationships rather than making a finding or allocating blame.
- Both sides of the complaint are encouraged to bring a support person with them when meeting with the Manager or the delegated person.
- The complaint is resolved when all those involved agree that no further action on the complaint is required
- A complaint concerning an NZQA matter can be directed to NZQA, PO Box 160, Wellington
- A complaint concerning an Oranga Tamariki matter can be directed to the Te Kāhui Kāhu Accreditation Team on accreditation@tekahuikahu.govt.nz

Concern or Complaint Procedure

As concerns or complaints arise it is the responsibility of Central Otago REAP to ensure that these are handled in a fair, consistent and equitable way, mindful of natural justice, and in accordance with relevant Employment Agreement, legislation and Code of Conduct. All complaints, concerns and incidents are expected to be attended to quickly and efficiently and seek to bring effective resolution to all parties concerned.

What is a Concern?

A minor issue that may be resolved informally directly between the parties involved. Usually, concerns are not expected to have disciplinary or legal consequences

What is classified as a Complaint?

Any verbal or written statement about a member of staff, practice or policy that in the opinion of the complainant is deemed to be of a serious nature that disadvantages both them and/ or their whanau.

Any verbal or written statement of a serious nature that indicates a member of the REAP community has acted illegally, unprofessionally or in a manner which is harmful to another member of the REAP community.

- Concerns or Complaints will be treated promptly, confidentially and according to the principles of natural justice to establish whether the individual may legitimately be considered to be aggrieved.

- Wherever possible, concerns or complaints will be resolved locally, informally and with the fewest people possible involved, to protect the reputation of the individuals involved, minimise the possibility of defamation litigation and assist the return to a productive working relationship.
- Complaint resolution aims to find an outcome that minimises detriment to ongoing relationships rather than making a finding or allocating blame.
- Complaints will be resolved through discussion, raising awareness, facilitation, and mediation, wherever possible. A mediator agreed between the parties, may be engaged to assist with conflict resolution if necessary.
- In the case of a concern or complaint being about a staff member, the Manager shall resolve the concern/ complaint as quickly as possible at the lowest level possible.
- If the complaint is about the Manager or Board member, the Chairperson will receive the complaint and shall resolve the concern/ complaint as appropriate.
- If the complaint is about the Chairperson, the Deputy Chairperson will receive the complaint and shall resolve the concern/ complaint as appropriate with the Board
- Complainants and respondents may have a support person involved at every stage of the complaint's resolution process, but may not have a representative make or pursue a complaint on their behalf.
- Where the complainant is not satisfied with the outcome of a formal complaint, they may seek a review of the resolution. The request for the review must be lodged within 20 days of receipt of the notification of resolution. The outcome of the review will be final.
- Ill-founded complaints that are misconceived, or lack substance, will not be pursued by Central Otago REAP.
- Unlawful discrimination, harassment, victimisation or bullying can lead to disciplinary action on the grounds of misconduct, or serious misconduct. Complaints that are malicious, or intended to intimidate or harass the respondent can lead to disciplinary action against the complainant on the grounds of misconduct, or serious misconduct.
- Appropriate notes should be kept to enable monitoring.

If a complaint is not resolved effectively by the Sector Leader or Manager and is referred to the Board it may be deemed necessary to inform:

- REAP Aotearoa
- NZQA if the matter is related directly NZQA - NZQA, PO Box 160, Wellington
- Oranga Tamariki if the matter if the complaint concerning the MSD or OT contract and can be directed to the Te Kāhui Kāhu Accreditation Team on accreditation@tekahuikahu.govt.nz