

Complaint Management Policy

Kaupapa Here: Te Whakahaere Whakapae

1.0 Purpose	1.0 Te Whāinga
To ensure all Presbyterian Support Upper South Island (PSUSI) kaimahi (employees) and volunteers are aware of the process for the management of tangata whaiora (client) complaints.	Kia mōhio pū ngā kaimahi me ngā tūao katoa o Te Waipounamu ki te Raki (PSUSI), ki ngā tukanga whakahaere i ngā whakapae a ngā tangata whaiora.
To ensure tangata whaiora receiving services are able to freely make a complaint without their service being compromised in any way and to ensure dignity, privacy and rights are respected.	Kia māmā ki te tangata whaiora e whai wāhi ana ki ngā ratonga, te tuku whakapae me te mōhio pū, ka rite tonu te tautoko atu, ka mutu, ka hāpaitia tōna mana me ōna mōtika, ka noho tūmuaiti āna kōrero.
To ensure others are able to register a complaint or provide feedback without fear of reprisal. This includes but is not limited to contractors, volunteers, visitors, referrers, donors/supporters and members of the public.	Kia mōhio pū te katoa, mēnā tuku whakapae, mēnā tuku kōrero whakahoki, ka kore rawa e tūkinotia. Ka tāwharautia ngā kaikirimana, ngā tūao, ngā manuhiri, ngā kaitoro, ngā kaitono ratonga, ngā kaiāpai o te hāpori whānui me ētahi atu.
2.0 Scope	2.0 Mō wai
This policy applies to all PSUSI kaimahi, contractors and volunteers.	He kaupapa here tēnei mō te katoa o ngā kaimahi PSUSI me ngā kaikirimana, tae noa ki ngā tūao.
3.0 Definitions:	3.0 He Whakamāramatanga:
A complaint is a formal process whereby the complainant wishes the concern to be documented and expects action to be taken. A complaint will be formally acknowledged, investigated and the complainant will be informed of the outcome and any actions taken, as detailed in the policy.	He whakapae: He tukanga ōkawa, e āta tono ana te kaitono, kia puritia ōkawatia te whakapae, kia āta whāia hoki te tukanga kia ea. Ka uruparetia ōkawatia te tono whakapae, ka tūhuratia, ā, ka whakamōhiotia te kaituku whakapae mō te putanga tūhura me ngā mahi hei hāpai e hāngai ana ki ngā taipitopito o te kaupapa here nei.

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Informal complaint/ Feedback is where a person wishes to let us know about something, but where they do not necessarily have an expectation about what we will do about the feedback. E.g. They wish to leave it up to us to decide what action will be taken. All feedback is referred to the Manager.	He whakapae ōpaki / He whakahoki kōrero: He tukanga, e whai ana te kaituku kia whakamōhiohia he āhuatanga kua puta, heoi anō, kāore i te tonoa kia āta whāia he tukanga ōkawa. Hei tauira, ka riro mā mātou hei whakatau, āe rānei, ka whāia tētahi tukanga ki tōna otinga. Katoa ēnei tū whakahokinga kōrero ka tonoa ki te Kaiwhakahaere.
4.0 Process	4.0 Te Tukanga
Kaimahi wishing to make a complaint about another kaimahi should refer to the <u>Code of Conduct</u> .	Me aro ngā kaimahi e hiahia ana ki te tuku whakapae mō tētahi, ki ngā Tikanga Matatika.
At the commencement of service all tangata whaiora and others will be informed of their right to make a complaint. This will be evidenced in the consent form and/or service agreement.	Katoa ngā tāngata whaiora me ērā atu anō hoki, ka uru mai ki te ratonga, ka āta whakamōhiohia ki tōna mōtika ki te tuku whakapae. Ka kitea ēnei whakamōhiohanga ki te pepa whakaae, ki te whakaaetanga ratonga rānei.
Complainant will be advised of their right to have a support person present.	Ka whakamōhiohia te kaituku whakapae ki tōna mōtika kia whai kaitautoko ā-tinana.
All complaints will be forwarded to the appropriate Manager in the first instance, either in writing or verbally. <u>Form 056</u> may be used.	Katoa ngā whakapae, ka tukuna tuatahitia ki te Kaiwhakahaere e arotau ana, ā-tuhi, ā-waha rānei. Hei āwhina pea te pepa 056 .
If a complaint is received in person by another kaimahi, forward the complainant to the Manager.	Mēnā ka tukuna ā-tinana tētahi whakapae e tētahi kaimahi kē, tukuna tōtikahia ki te Kaiwhakahaere arotau.
In the absence of the Manager, refer the complaint and/or complainant to the General Manager Social Services or, in their absence, to ngā Tumu Whakarae (Co-CEO's).	Mēnā, kāore i te wātea te Kaiwhakahaere, tukuna te whakapae, te kaituku whakapae rānei ki te Kaiwhakahaere Ratonga Pāpori Matua, mēnā kāore ia i te wātea, tukuna kē ki ngā Tumu Whakarae.

In order to identify and minimise any risks to children, young people and adults an initial risk assessment will be conducted if a complaint regarding abuse or neglect is received.	Kia tautohua, kia whakakaurikihia ngā pānga tūraru ki ngā tamariki, ki ngā taiohi, ki ngā pakeke hoki, ka whakahaerehia tuatahitia he tukanga tūraru, mēnā he whakapae mō te tūkino, mō te whakahapa rānei.
Written (including electronic) confirmation that a complaint has been received will occur within 2 working days unless the issue has been satisfactorily resolved within that period.	Ka whakamōhiohia ā-tā (tae noa ki ā-hiko) kua rēhitangia te whakapae i roto i te 2 rangi mahi, hāunga ngā whakapae ka ea i mua i te paunga o taua wā.
Complaints will be investigated within 10 working days of the written acknowledgement of the complaint and responded to in writing where this is warranted.	Ka tūhuratia te whakapae i roto i te 10 rangi mahi mai i te whakamōhio rēhitatanga whakapae ā-tā, ā, ka whakahokia he tuhinga mēnā e arotau ana.
Wherever possible the complaint will be resolved between the parties concerned and the worker's direct supervisor	Ko te whāinga ia, kia ea ai te whakapae i waenga i ngā tāngata ka whai pānga ki te whakapae, tae noa ki ngā kaiwhakahaere horipū o ngā kaimahi.
If additional time is required to resolve the complaint and that time will be more than 20 days tangata whaiora will be informed in writing of the reason additional time is required.	Mēnā me whakaroa atu i te wā e ea pai ai te whakapae, ka mutu, ka neke atu i te 20 rā te roa, ka whakamōhiohia ā-tā te tangata whaiora, he aha te take ka whakaroahia ai.
All complaints that cannot be resolved within 24 hours by the staff person concerned or the Team Leader will be notified to the Manager. The General Manager Social Services and ngā Tumu Whakarae are also to be advised of complaints by Managers.	Katoa ngā whakapae e kore e taea te whakaea i roto i te 24 hāora e ngā kaimahi arotau, e te Kaiārahi tīma rānei, ka whakamōhiohia te Kaiwhakahaere. Mā taua Kaiwhakahaere, te Kaiwhakahaere Ratonga Pāpori Matua me ngā Tumu Whakarae hoki e whakamōhio he whakapae kei te whakahaerehia.
The complaint and all actions taken regarding the complaint will be documented and stored in the <u>complaints folder</u>	Ka puritia te whakapae me ngā kōkiritanga arotau katoa ki te kōpaki whakapae .
As per PSUSI policy all hard copies will be scanned, saved into the <u>complaints folder</u> and the hard copy destroyed.	Kia whakahāngai atu ki te kaupapahere PSUSI, katoa ngā tānga pepa, ka tāngia hikotia, ka puritia ki te kōpaki whakapae, ka whakakorengia ai te pepa.

Where applicable tangata whaiora and any contractors providing a service on behalf of PSUSI will be supported to make a complaint to external agencies including: - ACC: complaint form or via website - Health and Disability Commission- Phone 0800 112233 - Human Rights Commissioner - Phone 0800496877 - Privacy Commissioner Phone 0800 803 909 - Commissioner of Children Phone 0800 224 453 - New Zealand Police	Kia arotau, ka tautokona te tangata whaiora, ngā kaikirimana rānei e mahi ana i raro i te maru o PSUSI kia tuku whakapae ki ngā tū whakahaere/ūmanga pēnei i a: - ACC Kaporeihana Tangata Whara o Aotearoa: Te Pepa Whakapae, ka tukua rānei mā te paetukutuku - Health and Disability Commission Te Toihau Hauora, Hauātanga - Waeahia: 0800 112233 - Human Rights Commissioner Te Kāhui Tika Tangata - Waeahia: 0800496877 - Privacy Commissioner Te Mana Mātāpono Matatapu - Waeahia: 0800 803 909 - Commissioner of Children Mana Mokopuna Waeahia: 0800 224 453 - New Zealand Police Ngā Pirihimana o Aotearoa
Complainants are to be informed that they may also make complaints in writing to: The Tumu Whakarae Tauwi (CEO) Presbyterian Support (Upper South Island) P O Box 13-171 CHRISTCHURCH Or, via the Presbyterian Support Upper South Island website: https://psuppersouth.org.nz/contact-us/	Me whakamōhio atu hoki ki ngā kaituku whakapae, ka watea hoki kia tukuna tōtikahia he whakapae ā-tā ki: The Tumu Whakarae Tauwi (CEO) Presbyterian Support (Upper South Island) P O Box 13-171 CHRISTCHURCH Ka tukuna rānei mā te paetukutuku o Presbyterian Support Te Waipounamu ki te Raki: https://psuppersouth.org.nz/contact-us/
5.0 Historical abuse in faith-based care (refer to historical abuse policy)	5.0 Te tūkinō hitōria i ngā ratonga manaaki ā-hāhi (Tirohia te kaupapahere Tūkinō Hitōria)
All survivors of historical abuse & neglect in faith-based care will be supported through the complaints/claim process regardless of which stage they begin to interact with PSUSI.	Katoa ngā purapura ora o te tūkinō me te whakahapa hitoria i ngā ratonga manaaki ā-hāhi, ka tautokona kia whāia te roanga o te tukanga whakapae, ahakoa te tāwhai o te tukanga i uru mai ai ia ki

	te manaakitanga o PSUSI.
Complaints will be acknowledged and fully investigated following Royal Commission guidelines by the ngā Tumu Whakarae, General Manager Social Services and the relevant Service Manager.	Ka rēhitangia, ka tūhuratia rawatia te whakapae e whai ana i ngā aratohu a te Komihana Karauna e ngā Tumu Whakarae me te Kaiwhahaere Ratonga Pāpori Matua tae noa ki ngā Kaiwhakahaere Pāpori e arotau ana.
The claimant will be kept informed throughout the process.	He rite tonu te whakamōhiohio atu ki te kaituku whakapae i te roanga atu o te tukanga.
Information regarding the claims process can currently be found on the Crown website .	He pārongo mō te tukanga ka kitea ki te paetukutuku o te Karauna i tēnei wā tonu.
Survivors will be supported to access external support/investigation if this is their preference.	Ka tautokona ngā purapura ora kia hāpaitia e ratonga o waho atu ina koirā te hiahia.
The Care Safe Agency will be advised of any historical abuse complaints received.	Ka whakamōhiohia Te Tira Āhuru Mōwai Motuhake mēnā ka tukuna mai he whakapae mō te tūkino hitōria.
6.0 Whistleblower Protection	6.0 Te Ārai Kaiwhakatangi Pūtātara
Kaimahi are encouraged to report any illegal, activity, unethical behaviour or unsafe practices as soon as possible to allow PSUSI to take the appropriate action as quickly as possible. This includes but is not limited to: – Abuse and neglect (current or historic) – Fraud or financial misconduct – Violation of company policies – Harassment or discrimination – Unsafe working conditions or practices – Breach of confidentiality or data protection laws	He mea akiaki ngā kaimahi a PSUSI kia wawe te whakamōhio ngā mahi takahi ture, ngā whanonga matatika-kore, ngā tukanga haumarukore kia wawe hoki ai te whai i ngā tukanga arotau. Mō ēnei e whai ake nei, engari kāore i te noho ki ēnei āhuatanga anake. - Te tūkino me te whakahapa (nōnaiane, nō nehe rānei) - Te hara tāware, te hara ahumoni rānei - Te takahi kaupapahere ā-umanga - Te whakatīwheta, te toihara rānei - Te taiao, ngā tukanga mahi mōrearea rānei

- Any other illegal, unethical or unlawful activities	- Te takahi matatapu, te takahi rānei i ngā ture parenga raraunga - Te takahi ture, te takahi matatika kē noa atu
PSUSI encourages transparency, accountability and integrity ensuring that any person reporting unethical, illegal or unsafe practices will not face retaliation for making a report in good faith.	He mea whakatairanga e PSUSI te puatatanga, te papanga me te tapatahi, kia mōhio pū ai te kaituku whakapae takahanga matatika, takahanga ture, takahanga tukanga haumaruru rānei, kāore i te ngakina tāna i whakapae ai i runga i te ngākau pono.
Details of any report made will only be shared with those who need to know in order to complete an investigation.	6.3 Ka whakamōhiotia ngā taipitopito o tētahi pūrongo ki te hunga arotau noa iho nei e oti pai ai te tūhuratanga.
Retaliation or discrimination against any individual who has reported a concern in good faith or cooperates in an investigation is prohibited. Kaimahi who retaliate against a whistleblower, will face disciplinary action, up to and including termination of employment.	6.4 Ka mātua whakahēngia te ngaki, te toihara rānei i te kaituku whakapae i tukuna i runga i te ngākau pono, tae noa ki te tangata ka toia mai kia mahi tahi i te tūhuratanga. Mēnā ka ngakina te kaiwhakatangi pūtātara e te kaimahi, ka āta whāia te tukanga urupū tae noa ki te kōwhiringa kia whakakorehia rānei te tūranga mahi o te kaiwhai ngaki.
Kaimahi making a false or malicious report will be subject to disciplinary action.	6.5 Mēnā ka tukuna e te kaimahi ngā kōrero horihori, i ngā pūrongo hūneinei, ka whāia te tukanga urupū.
7.0 Informal Complaints/Feedback	7.0 Te Whakapae Ōpaki/Te Whakahoki Kōrero
This is when the complainant does not want to make a formal complaint.	He tukanga tēnei ka whāia, mēnā kāore i te hiahia te kaituku whakapae kia ōkawa te aro.
In order to continually improve our services to tangata whaiora and to maintain the integrity of PSUSI a record of informal complaints is kept in the <u>complaints folder</u> .	Kia rite tonu te whakapakari haere, kia kounga ake ai ngā ratonga tāngata whaiora, kia ū tonu ai ki te tapatahitanga o PSUSI, ka puritia ngā whakapae ōpaki ki te ōpaki whakapae.
This allows trend analysis to identify any corrective actions that may be required.	Mā tēnei e taea ai te tāutu ngā āhuatanga hei whakapakari mēnā rā he take.

Suitable action will be taken as required on any informal feedback.	Ka noho arotau te kōkiritanga ka puta ki te whakahokinga kōrero ka tukuna mai.
8.0 Review	8.0 Te Arotake
Upon resolution all complaints will be reviewed by managers to ensure appropriate action is taken, lessons identified, and any possible improvements are made. This may include: – Disciplinary action – Reporting to professional registration body – Reporting to Care Safe Agency – Reporting to NZ Police – Meeting any other mandatory reporting requirements	Hei te whakaeatanga o ngā whakapae katoa, ka arotakengia e ngā kaiwhakahaere kia mōhio pū ai ko ngā kōkiritanga e arotau ana ka whāia, ko ngā akoranga ka tāutuhia, ko ngā āhuatanga hei whakatika, ka whakatutukihia. Hei tauira: – Ngā tukanga urupū – Te tuku pūrongo ki ngā Kāhui Ngaio – Te Tuku pūrongo ki te Tira Āhuru Mōwai Motuhake – Te Tuku pūrongo ki ngā Pirihimana o Aotearoa – Te whakatutuki i ngā paearu pūrongo kē e herea ana.
Serious complaints will be included in the 6 monthly Health and Safety report and reviewed by the Senior Leadership Team (SLT). Depending on the nature of the complaint this review may occur earlier.	Ka whai wāhi atu ngā whakapae tairaru ki ngā pūrongo Hauora me te Haumarua ia 6 marama, ka mutu, ka arotakengia e te Kāhui Kaihautū Matua. Ka wawe ake pea tēnei tukanga i runga anō i te āhua o te whakapae.