

Complaint Management Policy

1.0 Purpose:

- 1.1 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.
- 1.2 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.
- 1.3 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.

2.0 Scope

This policy applies to all PSUSI kaimahi, contractors and volunteers.

3.0 Definitions:

- 3.1 **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.
- 3.2 **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. I.e. they wish to leave it up to us to decide what action will be taken. All feedback is referred to the Manager.

4.0 Process

- 4.1 Kaimahi wishing to make a complaint about another kaimahi should refer to the [Code of conduct](#).
- 4.2 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.
- 4.3 Complainant will be advised of their right to have a support person present.
- 4.4 All complaints will be forwarded to the appropriate Manager in the first instance, either in writing or verbally. [Form 056](#) may be used.
- 4.5 If a complaint is received in person by another kaimahi, forward the complainant to the Manager.
- 4.6 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).

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- 4.7** 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.
- 4.8** 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.
- 4.9** Complaints will be investigated within 10 working days of the written acknowledgement of the complaint and responded to in writing where this is warranted.
- 4.10** Wherever possible the complaint will be resolved between the parties concerned and the worker's direct supervisor
- 4.11** 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.
- 4.12** 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.
- 4.13** The complaint and all actions taken regarding the complaint will be documented and stored in the [complaints folder](#)
- 4.14** As per PSUSI policy all hard copies will be scanned, saved into the [complaints folder](#) and the hard copy destroyed.
- 4.15** 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

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/>

5.0 Historical abuse in faith-based care (refer to historical abuse policy)

- 5.1** 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.
- 5.2** 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.
- 5.3** The claimant will be kept informed throughout the process.
- 5.4** Information regarding the claims process can currently be found on the [Crown website](#).
- 5.5** Survivors will be supported to access external support/investigation if this is their preference.
- 5.6** The Care Safe Agency will be advised of any historical abuse complaints received.

6.0 Whistleblower Protection

- 6.1** 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
 - Any other illegal, unethical or unlawful activities
- 6.2** 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.
- 6.3** Details of any report made will only be shared with those who need to know in order to complete an investigation.
- 6.4** 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.
- 6.5** Kaimahi making a false or malicious report will be subject to disciplinary action.

7.0 Informal Complaints/Feedback

- 7.1** This is when the complainant does not want to make a formal complaint.
- 7.2** 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 [complaints folder](#).
- 7.3** This allows trend analysis to identify any corrective actions that may be required.

7.4 Suitable action will be taken as required on any informal feedback.

8.0 Review

8.1 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

8.2 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.