

Complaints Policy

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Purpose

The purpose of this Policy is to demonstrate how HWC and luventus Ltd committed to providing quality client-focused services. Concerns and complaints are part of improving and planning our services and programmes.

Scope

All staff of HWC and luventus Ltd ensures their clients are aware of the complaint process.

Statement

1. HWC and luventus Ltd complaints' process receives, considers and resolves complaints that are soundly based in law and is consistent with the principles of natural justice, and ensures the support and safety of the complainant throughout the process.
2. HWC and luventus Ltd seeks to resolve complaints effectively and makes improvements to the service as a result.
3. HWC and luventus Ltd records the application of the complaints process and the resolution achieved by following the HWC and luventus Ltd Complaints Tracking Form.

Definition of Client Complaint

A client complaint is defined as: Adverse comment by clients, families, friends and/or members of the public, which is documented in writing or given verbally about any aspect of the service provided, with sufficient details to permit an investigative inquiry.

Guidelines

1. HWC and luventus Ltd Complaints Procedure will be displayed within the building, explained to clients upon registration and/or initial intake and assessment, in written format to take away in a way that is appropriate to young people.
2. The Code of Health and Disability Services Consumers Rights will be clearly displayed.
 - a. All staff will receive training in handling client complaints.

- b. Complaints may be lodged using an official complaint form or may be received via telephone, in person or via email.
- c. Complainant will be advised of the rights and access to an advocate or support person¹.
- d. All complaints will be recorded on the official form, whether completed by the complainant or completed by the staff person initially contacted by the client.
- e. Where possible, all client complaints will be recorded, investigated and managed by the Kaihautū / Executive Manager. This includes speaking with the complainant to ensure that they have the opportunity to clearly state their concern/complaint.
- f. The complainant will have continued access to HWC and Luventus Ltd services during this investigation and this will be facilitated and monitored by the Kaihautū / Executive Manager.
- g. HWC and Luventus Ltd Kaihautū / Executive Manager is responsible for managing the Complaints Register.
- h. ALL complaints will be accompanied by a tracking sheet.
- i. Complaints involving Maori clients and other cultural groups will be addressed in a culturally appropriate manner, utilising Governance Team Members, advocacy pathways and the Health and Disability Commission.
- j. Each complaint will be coded by the person receiving the complaint.
- k. The following are the codes to be used:
 - i. General Issues - GI
 - ii. Staff Conduct - SC
 - iii. Ethical and Privacy Issues - EP
 - iv. Clinical Practice Issues - CP
 - v. Employee Relations - ER
 - vi. Maori Health - MH
 - vii. Cultural Safety - CS
 - viii. Ombudsman – OM

Accountability for the Investigation and Resolution of Complaints

1. The Kaihautū / Executive Manager will take responsibility for registering and overseeing the investigation and resolution of the complaint.
2. Complaints involving a contracted service provider will be passed on to the representative organisation.
3. The Chair will be informed of all complaints within 24 hours of lodgement.
4. The Board will be kept informed of all complaints made and their progress via the monthly risk register at Governance Team Meetings.

5. The complainant will receive confirmation of the receipt of the complaint in writing, with a copy of the complaints procedure within 5 working days of the complaint.
6. If the complaint is about an individual, the individual will be informed and support or advice may be required from a professional body e.g. NZNO, NZAC, and NZASW, which is fully documented.
7. After 10 working days the complainant will be notified in writing of the plan of action, progress to date and if more time is needed for investigation
8. If after a period of one month, the complaint remains unresolved, the complainant will receive a letter and monthly thereafter reporting on progress. If complainant is not satisfied with the resolution, then they are referred to HWC and Luventus Ltd Chairperson.
9. Complainant will be informed of outcomes of investigations and confirm their satisfaction with the process.
10. The complaints process will be linked to the quality and risk management systems to facilitate feedback and improvements. This will occur firstly, through the risk register and follow through with monitoring of trends where they exist.

What should I do if I am not satisfied with the outcome of the complaint?

If you are not satisfied with the outcome of this complaint you have the right to raise your concerns with the Ombudsman.

By post: Office of the Ombudsman

PO Box 10152

Wellington 6143

By email: info@ombudsman.parliament.nz

By phone: 0800 802 602

The Ombudsman can consider complaints about the administrative acts and decisions of state sector agencies. The Ombudsman will ask you if you have first tried to resolve the matter with us directly and will also consider whether you have any other remedy available. The Ombudsman may look into your complaint and make a recommendation to us regarding the concern you have raised.

Protocol

1. The Kaihautū / Executive Manager will be responsible for maintaining and managing the client complaints register.
2. All complaints may be accompanied by a tracking sheet

3. Complaints will be investigated by either the Kaihautū / Executive Manager in conjunction with a Governance Team Member, or two Governance Team Members.
4. Any complaint involving a death, or a life-threatening case, or a possible medical misadventure, or likely to attract publicity, must be referred to the Chairperson.
5. Complaints are to be resolved within targets set by management.
6. The Kaihautū / Executive will present a monthly risk register to Governance meetings.
7. Outcome/s of investigations will be jointly reported to the Governance Team and to the complainant (where appropriate)
8. The risk register will be monitored to identify any trends. Corrective action, if necessary, will be implemented within an agreed timeframe and reported back to the Governance Team.

Supporting Documents

1. Health and Disabilities Privacy Code
2. HWC and Iuventus Ltd Complaints Form
3. HWC and Iuventus Ltd Complaints Tracking Sheet
4. HWC and Iuventus Ltd Complaints Sign

Responsibility

1. The Health Information Privacy Code 2020 requires HWC and Iuventus Ltd to have a privacy officer.
2. Privacy Officer for HWC and Iuventus Ltd is the Kaihautū / Executive Manager.
3. This officer is required to furnish statistical data on complaints to the Privacy Commissioner on request.
4. HWC and Iuventus Ltd also has a moral obligation to go about our business in the most professional and efficient manner possible.

Reference

- Privacy Act (2020).
- Health Information Privacy Code (2020).
- Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996).
- The Code of Health and Disability Services Consumers Rights.