

## Making a Complaint

### 1. Introduction

Safe Network aims to provide our clients, their families, support people and the community with the best service possible. Set out below is the process to follow if we have failed to meet your needs or you are dissatisfied with the services we have provided.

### 2. Our policy on complaints

We are committed to ensuring that all complaints are assessed promptly, effectively and with due respect for the rights of all those concerned.

You have the right to complain if you are not satisfied with the service Safe Network has provided.

Safe Network will investigate all complaints in good faith, taking all reasonable steps to gather the necessary information in an accurate and timely manner, and evaluating this information with an open mind and in an impartial manner. Safe Network will not respond to anonymous complaints.

The privacy of complainants will be maintained as much as is possible within the bounds of natural justice.

### 3. Making a complaint

If your complaint involves a breach of your rights as a client or unethical behaviour by a staff member you should make your complaint directly to the Chief Executive of Safe Network by letter or email:

The Chief Executive  
Safe Network  
PO Box 8726  
Newmarket  
AUCKLAND 1150  
info@safenetwork.org.nz

In other cases, you should discuss the matter first with the staff member concerned to seek a way to resolve the matter. If you are unable to do this or you are not satisfied with the outcome, then you can contact the Chief Executive using the postal or email address above.

You should provide a detailed account of your complaint, including:

- What did or didn't happen
- Who was involved and who else may have witnessed it
- Where and when it occurred

- Why you believe what occurred has breached your rights, was unethical or was poor service
- What you would like done to make things right
- Your name and contact details.

No action will be taken for anonymous complaints.

The Office of the Health and Disability Commissioner provides a free and independent advocacy service that can provide you with information about your rights and advise and support you with the complaint ([www.advocacy.org.nz](http://www.advocacy.org.nz)).

A record of your complaint will be held by Safe Network.

#### 4. What happens once you have made a complaint?

We will acknowledge your complaint within five working days, with a full response sent to you within 10 working days of the date of acknowledgement.

In certain circumstances, we may ask for more detail and if this can't be done immediately, the final response may take longer. When this is the case, we will let you know when a response can be expected.

#### 5. Right of review

If, after having received a full response, you are not satisfied with the outcome, you can inform the Chief Executive of this. The Chief Executive will then inform the Board of Safe Network who will appoint an independent mediator, acceptable to both parties to facilitate an outcome. Both parties are entitled to bring a support person to any mediation meeting.

The mediator will report their finding to the Board with appropriate recommendations for final consideration. Costs of the mediator will be shared equally between the you and Safe Network, unless we agree to a different arrangement.

If you are still not satisfied with the outcome, you may complain directly to the Health and Disability Commissioner ([www.hdc.org.nz](http://www.hdc.org.nz)) who may undertake their own independent review.