# Purpose

To ensure concerns and complaints are processed in an open, objective, fair and honest manner.

# Policy

1. Housing First acknowledges that, with the best intentions, we still may get things wrong occasionally.
2. Housing First will endeavour to facilitate a practice and process that protects and promotes the Kaewa right to express their dissatisfaction with the service they receive from Housing First.
3. Housing First is responsible for ensuring that all Kaewa and their family/whānau are aware of the organisation's Complaints and Concerns Policy.
4. All formal complaints regarding Housing First will be acknowledged in writing, given due respect and consideration, and investigated objectively within the timeframes set out, to ensure a rapid and fair resolution for all concerned.
5. A copy of the Complaints process will be provided to each Kaewa entering the service.
6. Wherever possible, complaints and concerns will be resolved at the lowest level possible in the organisation.
7. All concerns regarding Housing First will be given due respect and consideration and investigated objectively to ensure a rapid and fair resolution for all concerned.

# Scope

This policy applies to all areas of Housing First.

# Responsibilities

* Manager - to receive Kaewa complaints and to respond, verbally and in writing, to the complainant. Assign an investigator and consider whether corrective action is required.
* Line Managers and staff - to ensure all Kaewa are aware of the complaints process, to respond quickly to complaints and to fill out complaint details form.

# Associated Documents

Housing First Kaewa Complaints & Concerns Policy

Complaints Process Diagram - Appendix 1

Human Rights Act, 1993

# Associated Forms

Housing First Complaint Details Form

# Procedures for Complaints

1. All Kaewa receive a copy of the Complaints process, at the initial meeting.
2. If a Kaewa or anyone outside Housing First wishes to make a formal complaint, the staff member receiving the complaint will document the complainant's details and the nature of the complaint and forward to the Manager (or his/her representative). The complainant will be asked to verify the accuracy of the information and, wherever possible will be encouraged to write their own description of their concerns.
3. All complaints (verbal and written) will be forwarded to the Manager (or his/her representative) on the day of receipt or the next working day.
4. The Manager will acknowledge receipt of the complaint to the complainant, in writing, within five working days of the complaint being lodged. This will include a copy of Housing First Kaewa Complaint process.
5. The Manager will allocate the most appropriate person(s) to investigate the complaint.
6. The complaint will be entered into the Housing First Complaints Register.
7. If the complaint is about the conduct of a staff member, policy and procedures of 'Disciplinary Matters' must also be followed.
8. The investigator will advise the Line Manager as appropriate.
9. All investigations should be completed within ten working days of acknowledgement of the complaint, in a manner that:
   * Is fair and thorough
   * Makes every attempt to resolve the issue

* Respects rights to privacy
* Reviews all documentation
* Checks the accuracy of information
* Consults with all those involved.

1. Where a delay of more than 10 days is anticipated, an interim report/response explaining this must be sent to the complainant within ten days of acknowledgement of the complaint. The investigator will document all details, include relevant correspondence and complete the Complaints Form.
2. The investigator will keep the complainant informed of the progress of the complaint every 10 days.
3. The investigator will discuss their findings with the Manager prior to concluding the investigation.
4. The investigator will advise the complainant, both verbally and in writing, of the results of the investigation. This will include:

* Summary of the specific complaint
* Summary of factual findings
* Conclusion, explaining reasons, and
* Whether any future action is to be undertaken.

1. If the complainant is not satisfied with the outcome of the investigation the investigator will advise the complainant of options available to them:

* Internal Options
* Housing First Manager (if not the investigator)
* Executive Director, Christchurch Methodist Mission
* External Options
* Advocacy Service, South Island
* MHAPS - Peer Advocacy Service
* Ombudsman

1. The Manager will inform the Line Manager and the Executive Director as appropriate.
2. The Manager will keep a copy of the completed form and outcomes on the Housing First Complaints File and send a copy to other people as appropriate, e.g. Line Manager.

# Procedures for Concerns

1. Upon receipt of a concern, the staff member receiving the concern will document the concern on a Concern/Informal Complaint form. The staff member will attempt to resolve the situation. If the staff member cannot resolve the situation to the satisfaction of the person raising the concern, they will advise them of their right to make a formal complaint and will inform their Line Manager.
2. The Line Manager will investigate the concern in a manner that:
   * Is fair and thorough
   * Makes every attempt to resolve the issue
   * Respects rights to privacy
   * Reviews all documentation
   * Checks the accuracy of information

* Consults with all those involved.

1. The Line Manager will attempt to resolve the concern.
2. The person raising the concern must be notified of delays.
3. The investigator will advise the person raising the concern of the results of the investigation.
4. If the person raising the concern is not satisfied with the results of the internal investigation, they will be reminded of their right to make a formal complaint.