

# GETTING IT SORTED

## Grievance procedure

**You have the right to make a complaint (grievance) about anything that you think is unfair or unsafe for you while staying with us. The following steps explain how your complaint will be sorted out.**



## 1 YOU HAVE A COMPLAINT

If you feel comfortable, talk to a staff member about your complaint. They will listen to you and try to sort things out as quickly as possible.

If this does not work, you can ask staff for a Grievance Form. They will explain how the grievance process works and can help you fill out the form. Write down clearly what your complaint is about and what you would like done to put things right. Complete the Grievance Form and put it in the grievance mailbox or give it back to staff.

Staff will also tell you about advocates (support people), who can help you make sure your complaint is carried out fairly.

The manager or senior staff member will then look into your complaint. They will talk to you and maybe to other staff or young people involved. Their decision will be explained to you and a written copy given to you within two weeks.

## 2 YOU ARE UNHAPPY WITH THE DECISION

You have seven days to ask the Grievance Panel (three people from the community) to look into your complaint.

The manager or senior staff member will tell you (and give you a written copy) of the Grievance Panel's decision. The manager or senior staff member will then carry out the Panel's decision.

## 3 YOU ARE UNHAPPY WITH THE PANEL'S DECISION

You can ask for the Commissioner for Children to review your complaint. The Grievance Panel or the manager or senior staff member will help you contact them.

### Advocates

You can choose who your advocate will be. Think carefully about who would best help you. They can be:

- › a member of your family or whānau
- › a staff member that you trust
- › one of the volunteer advocates from the list
- › your barrister, solicitor or youth advocate

You can contact them yourself or staff can do this for you.

