

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.

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.



What is an advocate?

An advocate is a support person (normally an adult, separate from the residence) who can help you with your complaint. You have the right to have an advocate when making a grievance. They can help you speak up so that:

- › your views are heard
- › your rights are met
- › your problem's sorted out.



Can I ask someone to help me make my complaint?

Sometimes it can be very difficult to make a complaint or understand your rights. You have the right to have an advocate when making a grievance.

Your residence will help you find an advocate if you want one. Your residence will have a list of volunteer advocates who can help you with your grievance.

Who do you want to be your advocate?

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.

What is the Grievance Panel?

The Grievance Panel are three people from the community who are independent from your residence. These people will visit your residence, look at all the grievances and will help make sure your complaint is carried out fairly. If you are unhappy about the decision of the manager, you can ask the Grievance Panel to look into your complaint. If your complaint is about the manager, it will go straight to the Grievance Panel. When the Grievance Panel makes a decision the manager has to accept this decision and will carry it out.

My Grievance Panel:

My Advocate(s):

The Commissioner for Children:

