



Sands NZ Complaints Procedure **Making a Complaint – Raising Concerns**

Introduction

Complaints or concerns regarding the services provided by Sands NZ or its affiliated groups will occur from time to time and it is important that these be dealt with in an open and honest way. Those who raise such matters must have the confidence that they will be taken seriously and that their actions will not be held against them at any time.

Probable Areas of Concern

- Breaches of confidentiality
- Quality of service and information
- Prejudice leading to discrimination and/or judgement of an individual's ethnic origin, culture, religion or sexual orientation
- Sands representatives' actions or attitudes
- Unauthorised public statements
- Misuse of the Sands name and any written material or property belonging to Sands

Source of Complaint/Concern

The following are those people who may request to have a complaint or concern addressed:

- Family, whanau or parents who use the services of Sands
- Sands NZ Regional Representatives
- Sands support group volunteers
- Any other person, agency or funder

Personnel Managing Complaints/Concerns

The **Liaison Officer** who is elected by Sands NZ Board of Regional Representatives and is available to handle complaints or concerns.

The **Sands NZ Chairperson** who is available to discuss complaints or concerns or refer them to the Sands NZ Executive Committee.

The **Sands NZ Privacy Officer** who is available to discuss and handle privacy complaints or concerns.

Addressing Concerns

Often concerns can be the result of a misunderstanding or lack of information. In this case the issue can be discussed directly with the person involved. However, depending on the nature of the concern, it may be more appropriate to approach the Sands NZ Liaison Officer, Privacy Officer or Chairperson.

Complaints Procedure

Complaints must be made in writing and addressed either to the Sands NZ Liaison Officer, Privacy Officer or Chairperson. This is the preferred method and will ensure that a record exists.



Guidelines to Managing Complaints

Breaches of Confidentiality

These will be dealt with by the Sands NZ Privacy Officer or in consultation with the Sands NZ Board of Regional Representatives and Liaison Officer. Any decisions made must be documented and a written copy given to the person making the complaint. Appeal rights must be stated in the letter should they not be satisfied with the results.

Quality of Service and Information

This will be dealt with by the Sands NZ Liaison Officer or in consultation with the Sands NZ Board of Regional Representatives. Any decisions made must be documented and a written copy given to the person making the complaint. Appeal rights must be stated in the letter should they not be satisfied with the results.

Prejudice Leading to Discrimination and/or Judgement of an Individual's Ethnic Origin, Culture, Religion and Sexual Orientation

Any such allegations must be reported immediately to the Sands NZ Liaison Officer who will then refer the complaint to the Sands NZ Board of Regional Representatives.

Sands Representatives Actions or Attitudes

Where possible the dispute can be resolved within the respective Sands Support Group, Committee or Sands NZ Board. The people involved must be informed that a complaint exists, that they have a right of response and that their rights or privacy are not compromised. A report must be kept by the groups Chairperson and any disputes that are unable to be resolved must be referred to the Sands NZ Liaison Officer.

Unauthorised Public Statements

These must be reported to the Sands NZ Liaison Officer who will then consult with the Sands NZ Board of Regional Representatives.

Misuse of the Sands Name and Any Material or Property Belonging to Sands

This must be reported immediately to the Sands NZ Liaison Officer or Chairperson.

Summation

Where a complaint or concern is addressed the following must be observed at all times:

- The rights of the person making the complaint must be protected
- The rights of the person who is the subject of any complaint must be respected
- The process must be fair to all parties
- Privacy and confidentiality must be respected
- When any allegations are investigated, written reports must be made
- Those directly concerned must be informed of the outcome