

	WHĀNAU FEEDBACK PROCEDURE	RELATED POLICY #: WH 03	PROCEDURE NO: WH 03 -001	VERSION NO: 8
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1. PURPOSE

Te Oranganui Trust will have a set procedure for dealing with whānau complaints in a fair and timely manner that complies with the relevant whānau rights legislation, contributes to the provision and improvement of quality health and social services and encourages whānau to offer their views on Te Oranganui services.

2. APPLICATION

This procedure is to be followed by the governing body, committees, all kaimahi, interns, placements contractors and volunteers.

Te Oranganui will follow the same procedure for all complaints and note for services who are not providing a health or disability service the processes from the Code of Health and Disability Services Consumers' Rights will apply across the organisation.

The Code of Health and Disability Services Consumers' Rights coverage include all services that are providing health and disability services to people, regardless of whether those services are paid for. The Code also applies to hospitals and other health and disability institutions and allows the Commissioner to enquire into system issues. Disability services include goods, services, and facilities provided to people with disabilities for:

- *their care or support; or*
- *to promote their independence; or*
- *for related or incidental purposes.*

A disability service provider is any individual or organisation who provides disability services.

Health services are defined in the Act, and health service providers include all registered health professionals, such as doctors, nurses, and dentists. Providers also include people who hold themselves up as providing health services that may be considered outside the mainstream of medical practice, such as naturopaths, homeopaths, and acupuncturists.

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3. DEFINITIONS

For the purposes of this procedure:

Whānau is taken to mean any user, individual or wider whānau or potential user of a Te Oranganui service

Complainant is taken to mean an individual/whānau who makes a complaint

Complaint is taken to mean any adverse comment, received from an identifiable whānau or their representative/s about any aspect of the quality of a health service provided by Te Oranganui

Compliment is taken to mean any gesture or comment said to express praise or approval

Concern is taken to mean an issue which causes an uneasy or anxious feeling; that is, a cause of worry.

4. PROCESS

Information on Te Oranganui Social Media

- 4.1. Information on the Whānau Feedback process will be advertised prominently in Te Oranganui facilities and on the Te Oranganui website.

Learning Organisation

- 4.2. Te Oranganui recognises that despite the best intentions of competent and caring professionals, mistakes may occur. Te Oranganui takes a no-blame approach towards kaimahi, and is committed to the ongoing development of a culture where everyone has a constant and active awareness of the potential for things to go wrong, that is fair and open, where kaimahi are able to learn from errors and act upon them. To this end, no disciplinary action will result from kaimahi making complaints, or the reporting of incidents, mistakes or near misses, except in circumstances where there are criminal or malicious acts, or acts of gross negligence/misconduct.

Competency of Kaimahi

- 4.3. If it becomes clear that kaimahi competency is the root cause of a complaint, Te Oranganui management will make every reasonable effort to ensure kaimahi can reliably deliver safe care. If it becomes clear that a kaimahi cannot practice in a reliably safe manner by providing support such as education and mentoring, this situation will be treated as a kaimahi competency issue through normal performance management and channels. This will include if relevant professional organisation processes.

Anonymous Complaints

- 4.4. Complaints may be received at any time, by any kaimahi, either verbally or in writing. However, complaints will only be investigated where the identity of the whānau is provided. Anonymous complaints by their very nature cannot be investigated. Where a kaimahi receives an anonymous complaint, they are to inform the complainant that without the identity of the whānau/kaimahi involved, the complaint cannot be investigated and allow them the opportunity to consider providing their identifying information. Nonetheless, kaimahi who receive a complaint from a whānau who wishes to remain anonymous should forward as much detail about the complaint as possible to Kaituruki Kōunga Quality Coordinator for a decision about any action that may be taken.

Verbal to Recorded

- 4.5. Upon receiving a verbal complaint, kaimahi are required to ensure that the relevant details and facts of the complaint are received and written down on a Te Oranganui Feedback Brochure (Q-008) or on paper and to check the accuracy of these details with the complainant. The procedure for dealing with complaints is to be explained to the complainant, and the kaimahi concerned is then to forward to Te Taituarā for processing.

Concerns

- 4.6. The Kaituruki Kōunga Quality Coordinator in consultation with Kaihautū/Mātaiawa if necessary, may consider that the complaint is just a **Concern** that can be quickly and readily resolved in conversation between the complainant and the relevant Kaihautū.

Compliments

- 4.7. Alternatively, Kaituruki Kōunga Quality Coordinator may also receive a **Compliment** (or other positive feedback). This feedback should be passed on to kaimahi concerned and documented on AIRS.

Database Records

- 4.8. Any documentation relating to a Concern or Compliment should be forwarded to the Kaituruki Kōunga Quality Coordinator, Te Taituarā for entering into the database, filing and to assist with preparation of quarterly reports. Upon receiving a written complaint, the kaimahi who receives the complaint is to forward it to the Kaituruki Kōunga Quality Coordinator, Te Taituarā for processing immediately.

Receiving Complaints

- 4.9. Where a kaimahi feels that they are unable to receive the complaint, they are to arrange for a member of the related service to receive the complaint. This is to be undertaken in a polite and efficient manner, with the kaimahi explaining to the complainant that they will arrange for their complaint to be dealt with via their service management.

Timeframes

- 4.10. Upon receipt of a complaint Te Taituarā will, within 3 working days:
- i) enter the complaint into the Complaints Database;
 - ii) begin completing Complaints Record (Q-009);
 - iii) refer the complaint to the relevant Kaihautū (including the Mātaiawa if the complaint concerns management or Mātaiawa Taituarā if the complaint relates to a potential Human Resource issue).
 - iv) All complaints will be acknowledged in writing within the 3 working days of receipt of the complaint unless the Kaituruki Kōunga Quality Coordinator decides the complaint is more appropriately treated as a concern in which case 4.6 and 4.8 above should be followed. The acknowledgement letter is to include information on alternatives to the Te Oranganui complaint process, if the complainant would prefer to complain outside Te Oranganui.

Investigation

- 4.11. Upon receipt of a complaint from Te Taituarā, the Kaihautū/Mātaiawa or other person delegated for this purpose, will immediately:
- i) notify any kaimahi identified in the complaint;
 - ii) assign responsibility for the investigation of the complaint, such investigation to be completed within 10 working days;
 - iii) assess the risk associated with the complaint and immediately notify the Mātaiawa of any significant risk, including any event in which there has been a real risk of serious harm to any person;

Conclusion

- 4.12. At the conclusion of the investigation, the Kaihautū/Mātaiawa or other person delegated for this purpose will assess how best the complaint may be resolved. If this is to be by meeting, then he or she should proceed to implement this. If resolution is to be in writing, then this should be forwarded to the complainant within 2 working days.

Extra Investigation Time

- 4.13. All complaints will be investigated and a response provided within 15 working days of receipt of the complaint. If more time is required, the complainant must be informed in writing of the extra time required, and the reason for the extension. If the investigation is to exceed 20 working days, then the complainant is to receive a written notification of the current status of the investigation, and the likely time to conclusion and continue this update every 30 days until resolved. Responsibility for seeking any extension of time sits with the person in whose responsibility the delay occurs (relevant Kaihautū or Mātaiawa).

Values

- 4.14. All investigations are to be undertaken in a manner that:
- i) is fair to all concerned and thorough;
 - ii) abides by the principles of open disclosure;
 - iii) take a no-blame approach;
 - iv) respects the rights to privacy of those involved;
 - v) reviews all relevant documentation;
 - vi) checks the accuracy of information provided;
 - vii) consults with all those individuals involved with the complaint;
 - viii) make every attempt to positively resolve issues.

Saving Documentation

- 4.16 The investigator is to document the investigation itself and record all information gathered as part of the investigation in file notes.

Resolution Letters

- 4.17 All complaint resolution letters are to be from the relevant Kaihautū/Mātaiwhetū and must include:
- i) a summary of the complaint;
 - ii) a summary of the investigation undertaken;
 - iii) a summary of the findings;
 - iv) a conclusion noting what actions are to be taken (which may or may not include an apology).
 - v) the process and options for the complainant if they are not satisfied with the outcome of the investigation.

Kaimahi

- 4.18 If as part of the investigation that is undertaken into any complaint, it appears that there have been deficiencies on the part of a kaimahi, the Kaihautū or Mātaiwhetū receiving the investigation report shall also undertake an investigation into the performance of the kaimahi concerned, in line with the relevant Te Oranganui He Tangata (Human Resource) Procedures.

Notifying Kaimahi

- 4.19 If a particular kaimahi is alleged by a complaint to have acted in a detrimental manner, the Kaihautū of the service concerned will notify that kaimahi of the outcome of the complaint in a timely and appropriate way.

No Formalised Complaint

- 4.20 Where whānau has had a negative experience of a Te Oranganui service but does not wish to make an official complaint, or when a complaint is anonymous, the Kaituruki Kōunga Quality Coordinator will determine if any investigation is warranted, subject to principles of natural justice, open disclosure and no-blame. If not, these will be entered as a Concern on the Complaints Database.

Records

- 4.21 All process steps are to be recorded on file notes if applicable to enable progress to be monitored and for quality assurance purposes. The outcomes are recorded on Complaints Record (Q-009) by the Kaituruki Kōunga Quality Coordinator.

Final and all Records

- 4.22 All documentation concerning each complaint is to be kept in a central file held confidentially in Te Taituarā office (although other offices may also retain working files while a complaint is under investigation and then send to Kaituruki Kōunga Quality Coordinator). For the avoidance of doubt, this file is to include all written documentation related to the complaint and its investigation, copies of any electronic communication concerning the complaint and written file notes of any verbal conversations and actions concerning the complaint.

Reporting

- 4.23 Kaituruki Kōunga Quality Coordinator will provide a quarterly report to the Audit and Risk Committee summarising complaint statistics for that quarter. This report is to provide analysis of any significant trends to assist in strategic planning, risk management and service improvement and development.

5. RELATED DOCUMENTS

- Q-008 Feedback Brochure
- Q-009 Consumer Complaints Record
- WH 03-002 Complaint and Incident Flow Chart
- WH 03-003 Complaint Time Frames Flow Chart

6. RESOURCES AND LEGISLATION

- Code of Health and Disability Services Consumers' Rights