

## **Policy Statement:**

To ensure that all complaints are dealt with in an appropriate manner and quickly resolved with a positive outcome for all parties. The Y Hawkes Bay adopts a quality lens to all areas of operation.

## **Procedures:**

Each site will display the Complaints Policy and Procedure

If any parents/caregivers have complaints about the programme, then the following steps should be followed:

1. The complainant's first point of contact should be the Site Supervisor. Where possible, we want to address complaints verbally onsite and resolve the matter swiftly. If this is not appropriate or the complainant feels the situation is not rectified, then they should be directed to the Operations Manager.
2. All complaints are taken seriously and are managed professionally. Complaints can be either informal or formal.
3. All written complaints will receive a formal acknowledgement within 48 hours.
4. All complaints will be investigated and a written reply will be provided to the complainant within seven working days of the complaint. In some instances, if the investigation is ongoing and continues beyond seven days, this will be communicated to the complainant with an estimated time frame of completion.
5. All complaints will follow the same process and if required Y Hawkes Bay will undertake an independent investigation.
6. The Operations Manager will keep the appropriate parties informed of all complaints and associated outcomes.
7. Complainants should follow the complaints flow chart wherever possible.
8. Ensuring the safety of people is important and all parties associated with the complaint have the right to have the support of an independent advocate during the process.
9. Complaints are recorded and kept on file with detailed documentation on associated actions and outcomes.

