

Complaints Policy

Purpose

This policy outlines how Moretalk receives, manages, and responds to complaints and negative feedback about our services. It ensures concerns are addressed promptly, fairly, and respectfully, and that feedback is used to drive continuous improvement.

Scope

This policy applies to all Moretalk employees, contractors, and representatives across New Zealand. It covers feedback and complaints from clients, families/whānau, referrers, court personnel, and any other stakeholders.

Principles

- Accessibility: Feedback and complaints can be made in person, by phone, email, or in writing.
- Respect: All concerns are treated seriously and handled without prejudice.
- Confidentiality: Information is managed in accordance with privacy legislation.
- Timeliness: Responses are prompt and progress is communicated to the complainant.
- Fairness: Investigations are objective, focusing on facts and solutions.
- Continuous Improvement: Outcomes are reviewed to improve service quality.

Procedure

Receiving Feedback and Complaints

- All staff must record any negative feedback or complaints in the secure feedback log.
- Where complaints are made verbally, staff must ensure they are documented accurately.

Acknowledgement

- Complaints are acknowledged within 2 working days of receipt.
- The acknowledgement will confirm the process and expected timeframes for resolution.

Investigation

- The complaint is assigned to the relevant manager.
- The manager will:
 - Review all relevant case notes and documentation.
 - Speak with involved staff members.
 - Seek clarification from the complainant where necessary.

Resolution

- The manager will determine findings and any corrective actions.
- The outcome will be communicated verbally or in writing, depending on the complainant's preference.
- Actions to prevent recurrence will be implemented where appropriate.

Follow-Up and Review

- Complaint trends are reviewed quarterly by senior management.
- Insights inform staff training, policy updates, and process improvements.

Timeframes

- Acknowledgement: Within 2 working days.
- Investigation and Response: Normally within 10 working days, or longer for complex cases (with progress updates provided).

Responsibilities

- All Staff: Identify, record, and report feedback or complaints promptly.
- Managers: Investigate complaints, communicate outcomes, and implement improvements.
- Senior Management: Review trends, ensure policy compliance, and approve systemic changes.

Related Documents

- Code of Conduct
- Privacy Policy
- Staff Training Manual
- Communication Assistance Quality Framework