COMPLAINT PROCEDURE

Complaint received by Kaiarataki

 Complaint encouraged to discuss complaint with the person in question, with support if necessary.

Complaint received.

Complaint not Resolved

- Complainant required to clarify the issues of the complaint, and records the complaint in writing. Signing and dating it.
- Complainant receives written acknowledgement of receipt of their complaint, and Kaiarataki undertakes to investigate it.

The Kaiarataki writes to the person in question detailing:

- The complaint (attach actual written complaint)
- A meeting date to receive their response.
- The entitlement to support/representation.
- The Kaiarataki considers the complaint and the response of the person in question.

Complaint Received

 No further action required. Letters of closure exchanged between parties concerned confirming that fact.

Complaint not Resolved

- The Kaiarataki, in consultation with Ngā Pou Mamia, after considering all written reports relevant to the complaint, considers that further action is necessary.
- The Kaiarataki writes to the person in question detailing their preliminary interpretation of the facts, and invites his/her response within a period of two weeks.

The Kaiarataki, in consultation with Ngā Pou Mamia, considers the response of the person in question.

Complaint Received

 No further action required. Letters of closure exchanged between parties concerned confirming that fact.

Complaint Uphold

- The Kaiarataki writes to the person in question detailing their final summation of the facts and advises him/her of the proposed course of action.
- The Kaiarataki sends a letter of closure to the complainant.



CONCERN PROCEDURE



