

## ChangeAbility Complaints Procedure

As a client of ChangeAbility, you are entitled to expect a high level of professionalism at all times. ChangeAbility values any feedback on our work, including complaints that are made, and believes that resolutions and solutions inform improvements to practice.

ChangeAbility is committed to ensuring that there is a safe process in place that works towards hearing and resolving any complaints or concerns. Processes to resolve complaints will have a structure that will encourage and enable the parties directly involved in the complaint to be heard and to find a just solution to the issue.

### **In the first instance the agency encourages you to:**

1. Approach the worker(s) directly involved and discuss your concern immediately.
2. Set a time with the worker(s) when you (and your support people) can discuss the concern in more detail.
3. If this is not appropriate you are encouraged to contact the Manager or Chair of ChangeAbility and let them know of your concerns.

The Manager and ChangeAbility worker(s) concerned shall seek to discuss the issue with the complainant and resolve the issue to the satisfaction of the parties concerned.

### **We will aim to:**

1. Work with the parties and attempt to identify common ground and resolve points of difference.
2. Seek a way of resolving the complaint, and; if it is not resolved to the satisfaction of all parties.
3. Assess what further action should be taken.

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You can be assured of courtesy and a range of independent procedures to address your concern.