

Complaints Process

The following is an outline of the process for how people can lay a complaint about the Survivor Experiences Service.

There is no timeframe in which you need to lodge your complaint. We encourage you to submit this as soon as possible after the issue or matter of concern has occurred, so we can investigate and respond in a timely manner.

If you have any questions about the complaints process, or you need literacy support, you can contact us by phone, text, email, or post.

* In New Zealand phone 0800 456 090.
* If you are Deaf, hard of hearing, deafblind, speech impaired or find it hard to talk, you can use the New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)
* In Australia phone 1800 456 032.
* If you are calling from Australia, you might be able to use NZ Relay to call the NZ 0800 number (0800 456 090). Please see the NZ Relay website for more information. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)
* The phone line is open Monday-Friday, 8:30am-4:30pm, New Zealand time.
* Text 8328.
* Email contact@survivorexperiences.govt.nz
* You can write to us at Survivor Experiences Service, PO Box 805, Wellington 6140.

For further information on our complaints process, visit [www.survivorexperiences.govt.nz/complaints-process](http://www.survivorexperiences.govt.nz/complaints-process)

### Our commitment:

We will:

* Ensure that all members of the public find it easy to make a complaint.
* Deal with all complaints, fairly, confidentially and with sensitivity.
* Inform you if your complaint has been upheld, either wholly or in part, or is not upheld.
* If your complaint is justified, we will apologise, try wherever possible to put the matter right and take steps to ensure that it does not happen again.
* Ensure we are continuously learning from complaints to improve what we do.

## Stages of the Complaints Process

* **Early Resolution** – this is an initial and informal resolution.
* **Stage 1** – The complaint is formally lodged in writing or by phone call to the Service and is investigated by a senior manager.
* **Stage 2** – The complaint is escalated to the Executive Director.
* **Stage 3** – The complaint is escalated to the Chair of the Board.

## Early Resolution – initial and informal resolution

The initial step is to contact the person you have dealt with and ask them to resolve your concern(s) informally. You are welcome to contact our team by phone, text, email, or post.

If you are not satisfied with the outcome, you may wish to pursue the formal complaints process as follows:

### Information we need

To ensure your complaint can be dealt with quickly and efficiently please provide the following information:

* Full name.
* Postal and email address.
* Contact telephone number.
* Other relevant contact details (e.g., the details for your representative, where you wish to use one).
* Full details of the complaint – what happened, dates and any relevant supporting documents (e.g., emails).
* The outcome you are seeking.
* Preferred method of contact (letter, email, phone).
* If you have already tried to resolve your concerns informally, you should also provide details of the member of staff who assisted you.

## Making a formal complaint

#### Making a **formal** complaint – Stage 1

At stage 1, your complaint will be investigated by a senior manager from the Survivor Experiences Service. You can either send in your formal complaint by writing or phone call.

Please send your complaint in writing to:

Complaints
Survivor Experiences Service
PO Box 805
Wellington 6140

Or by email to complaints@survivorexperiences.govt.nz

You are also welcome to make a complaint through phone or text.

### Making a formal complaint – Stage 2

If you are dissatisfied with the response received at Stage 1, you may refer your complaint to the Executive Director of the Survivor Experiences Service. You should provide details of why you are dissatisfied. You can do this in writing or phone call.

Please send your complaint in writing to:

Complaints
Executive Director, Survivor Experiences Service
PO Box 805
Wellington 6140

Or by email to complaints@survivorexperiences.govt.nz. Please add the subject line: “Complaint, attention Executive Director”.

You are also welcome to make a complaint through phone or text.

### Making a formal complaint – Stage 3 Final stage

If you are not happy with the response received from the Executive Director and still feel that your complaint has not been adequately dealt with, you can contact the Chair of the Service. The Chair is the final point of appeal for complaints. You should provide details of why you are dissatisfied. You can do this by writing or phone call.

Please send your complaint in writing to:

Complaints
Chair, Survivor Experiences Service
PO Box 805
Wellington 6140

Or by email complaints@survivorexperiences.govt.nz. Please add the subject line: “Complaint, attention of the Chair”.

You are also welcome to make a complaint through phone or text.

**Note**: If your complaint is about the Chair, please direct it to the Executive Director who will investigate and respond. Please add the subject line: “Complaint, attention Executive Director”.

### When will I receive a response to my complaint?

We will acknowledge receipt of your complaint within 3 business days. We will respond to your complaint within 15 business days of receipt. If it is not possible to provide a response within this timeframe, we will explain the reason for the delay and an expected response timeframe.

**End of information: Survivor Experiences Service | For people who experienced abuse in care | Complaints Process.**

This Large Print document is adapted by Blind Citizens NZ from the standard document provided by Survivor Experiences Service.