

FEEDBACK AND COMPLAINTS

Policies and Procedures



The Kind
Foundation™

Mō tātou katoa. For all of us.

CONTENTS

- 1 Policy Statement..... 3
- 2 Policy Content..... 3
 - 2.1 Receiving Feedback..... 3
 - 2.2 Processing Feedback..... 3
 - 2.3 Analysis of Feedback..... 4
 - 2.4 Centralisation of Significant Complaints..... 4
- 3 Document Control 5
 - 3.1 Policy Owner 5
 - 3.2 Parent Policy 5
 - 3.3 Date of Implementation 5
 - 3.4 Review Date 5
 - 3.5 Document Control Procedure 5
 - 3.6 Version Table 5

1 POLICY STATEMENT

Y Christchurch values any feedback received and will address all complaints raised in a prompt and fair manner with the aim of achieving a mutually satisfactory conclusion and, where appropriate, act to ensure the situation does not arise again.

When feedback or complaints are received, Y Christchurch aims to:

- Keep an open mind and take a fresh look at the issues raised.
- Understand the reasons why a customer or visitor has lodged a complaint and address those reasons.
- Acknowledge any mistakes and put them right if possible.
- Escalate complaints to the correct people as necessary.
- Capture complaints data and use data to identify problems and trends.
- Operate within legal boundaries and business policies.

2 POLICY CONTENT

2.1 Receiving Feedback

The receiving of feedback and complaints is client focused, visible, accessible, and valued and supported by management. This will be achieved by the following process:

- 1) Clients and visitors will be able to give feedback in a number of ways:
 - a. Verbal or written feedback may occur in person to staff involved in any Y run activity
 - b. Verbal or written feedback may occur in person to reception staff at any Y site
 - c. Feedback can be given over the telephone to Y staff
 - d. Feedback can be given online through the Y Christchurch website;
- 2) When feedback is received it should be considered whether the matter can be resolved quickly and easily by the person receiving the feedback. If it can, this should be done, and the details logged for further analysis;
- 3) If a serious complaint is raised a manager should be alerted immediately to provide support in managing the complaint. If, however, the manager is unavailable, a member of the senior management team should be advised immediately; and
- 4) A record should be made of the feedback and any resulting communications and/or actions will be kept. This can be in the form of an email chain or other formal communication. Otherwise the feedback process should be recorded using either the *Y Christchurch Feedback and Complaints Log or Form* documents.

2.2 Processing Feedback

Feedback and complaints are responded to promptly and handled objectively, fairly and in confidence. Remedies are provided where appropriate. This will be achieved by the following process:

- 1) Feedback should be assessed and assigned priority, with a decision made as to who will deal with the feedback and when it should be completed;
- 2) If the matter cannot be resolved immediately it should be reviewed by management;
- 3) The review should resolve factual issues and consider options for resolution;
- 4) Any response to the person who gave the feedback should be clear and informative, as far as possible, explaining the outcome of the review and providing reasons for any decisions made or remedies offered;
- 5) In the event that the person who gave the feedback is not satisfied, the response should include information about other possible remedies. This may include lodging a formal complaint with the CEO or by lodging a complaint with relevant external bodies which include the Ministry of Education (MoE), Ministry of Social Development (MSD), and The Privacy Commissioner etc.; and
- 6) Any systemic issues that arise as a result of the complaint should be considered and acted on.

2.3 Analysis of Feedback

Reviews of feedback and complaints are used to stimulate improvements. This will be achieved by the following process:

- 1) All feedback will be lodged with:
 - The relevant departmental supervisor/manager; and
 - The relevant Manager;
- 2) Analysis of feedback in regard to specific departments will be carried out by the relevant departmental manager with assistance from senior management.

2.4 Centralisation of Significant Complaints

Any complaint that meets the below threshold will be notified to Executive Leadership. Also, at the end of the complaint process a summary of the complaint, the process that was followed, and any actions points will be supplied to the Health and Safety Officer.

Threshold level:

- 1) Any complaint that relates to safety, where the risk and/or hazard would be considered Major (level 3) or above as given by the Estimate of Consequence Table (see the Risk Assessment for Health and Safety policy)
- 2) Complaints about individual staff members
- 3) Complaints that potentially involve illegal activity by the Y or individual staff members
- 4) Complaints that may cause significant reputational damage e.g. involved media coverage
- 5) Complaints where a significant monetary value has been asked that is over and above a normal refund e.g. damages been sort from the Y
- 6) Complaints regarding child protection

3 DOCUMENT CONTROL

3.1 Policy Owner

- Administration

3.2 Parent Policy

- None

3.3 Date of Implementation

- November 2023

3.4 Review Date

- October 2024

3.5 Document Control Procedure

This document is considered a 'living document' and as such, regardless of the review date, this document remains relevant until such time as a new version is produced or it is retired.

Documents will be identified by a header and footer that states the version number and total number of pages within the document.

Any previous versions or copies will be removed from circulation if obsolete or marked clearly that they are not current. Archived copies and other safety-related records will be kept for seven years and archived accordingly.

Once printed, documents are uncontrolled.

3.6 Version Table

Version	Amendments made	Approved by	Date
1.0	<ul style="list-style-type: none"> • Original version developed 	Josie Ogden Schroeder	Nov 2018
1.1	<ul style="list-style-type: none"> • General edit • Updated Section 2.1.3 	Crispian Hills	Sep 2019
1.2	<ul style="list-style-type: none"> • Updated to re branded document template • General edit • Updated Section 2.1.1 in regards to the recording of the feedback process • Added Section 2.1.4 	Josie Ogden Schroeder	Oct 2023
1.3	<ul style="list-style-type: none"> • Updated due to change in organisation name and branding 	Crispian Hills	Nov 2023