



Complaints Procedure

1. Inform staff/volunteers about the complaints process. Be The Change NZ have a form that encourages clients to fill out titled "Compliments, Comments and Complaints" (see attached)
2. Make the process known to all clients
3. Receive complaint and acknowledge it
4. Manager considers/investigates complaint
5. An outcome is decided
6. Notify the client/service user of the outcome
7. Record the complaint and outcome for reference