



He taonga te kōrero! Complaints are a gift!

My Place Aotearoa welcomes feedback about its services: whether they are queries, suggestions, commendations or complaints.

Feedback and complaints have an important role in improving the services that My Place Aotearoa provides.

You have a right to be heard - and we have an obligation to listen

People who My Place Aotearoa supports are encouraged to provide feedback and make complaints without fear of negative consequences.

If you make a complaint, you can expect to have it dealt with promptly, thoroughly and respectfully. My Place Aotearoa will make any reasonable enquiries to ensure that we are aware of all the facts. Treatment of complaints will be fair to all involved parties.

My Place Aotearoa will also make every effort to protect your privacy and keep any written record of your complaint confidential.

What you should do first - and how we should respond

Most concerns can be resolved by speaking directly to the person concerned. A whānau member or an advocate can help you with this if you feel uncomfortable.

If you don't feel comfortable talking to the person concerned, you can talk to the person's supervisor about your complaint.

What you can do next - and how we should respond

If you feel that your concern has not been satisfactorily resolved after following these first steps, you can raise your concern with a My Place Aotearoa manager. The manager must respond to you directly within five working days.

If you are still not satisfied, the Poumanukura (Managing Director) will formally advise the Board of My Place Aotearoa, who will delegate one of the Board members to become involved.

Where else you can go

If the complaint remains unresolved from your perspective, you are welcome to contact the Health and Disability Commissioner.

Compliments

If we do something you like or something you think we should do more often, please let us know.

FOR COMPLAINTS AND COMPLIMENTS	FOR COMPLAINTS AND YOUR RIGHTS
<p>Phone: 027 201 7678</p> <p>Email: rangi@myplaceaotearoa.nz</p>	<p>HEALTH AND DISABILITY COMMISSIONER</p> <p>National Freephone: 0800 11 22 33 Email: hdc@hdc.org.nz</p> <p>Website: www.hdc.org.nz</p> <p>YOUR LOCAL ADVOCATE</p> <p>Freephone: 0800 55 50 50</p> <p>Free Fax: 0800 2 SUPPORT/0800 2787 7678 Email: advocacy@hdc.org.nz</p> <p>Website: www.hdc.org.nz/advocacy</p>