



## Concerns and Complaints

This policy provides staff members, clients/parents/caregivers/whānau, students, and the wider community with clear procedures for raising concerns and making complaints. Complaints may also come from members of the public.

Our concerns and complaints procedures enable us to:

- maintain a safe environment for our students/clients and staff
- treat all people fairly and with dignity and respect
- resolve matters of concern early and at the lowest level, if possible
- respond to feedback and concerns constructively
- deal with complaints fairly, effectively, and in a timely manner
- take into account individual circumstances
- maintain privacy and confidentiality
- preserve and enhance Rongo Mauri Hub and community relationships
- check that solutions have been implemented and are working, including feeding back to the person who raised the issue where appropriate
- monitor and record concerns and complaints about student/client safety and wellbeing
- meet our legal and ethical obligations.

We foster open communication and encourage our Rongo Mauri clients/students/community and members of the public to contact us promptly when issues involving Rongo Mauri arise. We advise people with concerns or complaints to raise these with Rongo Mauri in the first instance, rather than sharing concerns with other people or online.

Most concerns can be resolved informally through discussions with the people involved – see **Raising Concerns**. If informal discussion doesn't resolve the issue, see **Making a formal complaint or serious allegation**.

For an overview of the process, see our Concerns and Complaints process flowchart.

Parents/clients or students with concerns may seek advice from a lawyer, **Youth Law** (0800 884 529), **Community Law** (phone local centre), Student Rights Service (0800 499 488), or the **Ombudsman** (0800 802 602).

### Complaints register

Rongo Mauri keeps a complaints register to record formal complaints and to audit our policies and procedures. This includes recording employment-related matters. Information will be held in accordance with our **privacy policy and guidelines** and the board reviews the register regularly. Generally, only formal complaints or complaints that come to the attention of the director or board will be recorded in the register. Concerns resolved informally may not be recorded.

### Unreasonable complaints

Rongo Mauri will receive and consider all reasonable and legitimate concerns and complaints in good faith. However, Rongo Mauri may refuse to take any action on receiving a complaint or concerns that are considered unreasonable or vexatious.

A complaint may be considered unreasonable if the person making a complaint:

- continues to pursue an issue after it has been considered and deemed resolved by Rongo Mauri
- makes unreasonable demands in relation to the complaint



- is uncooperative (e.g. refusing to define the issue), fails to provide evidence, or provides excessive/irrelevant information
- displays aggressive, threatening, or manipulative behaviour
- fails to follow Rongo Mauri's policies and procedures.

In some situations where unreasonable complaints are made, Rongo Mauri may need to take legal advice or involve an external agency or mediator to help resolve the matter.

Note that unwelcome, intimidating, and intrusive behaviour is dealt with as **harassment**.