

## COMPLAINTS POLICY

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### 1 PURPOSE

The purpose of this policy is to provide a process for the resolution of concerns and complaints, under the following guiding principles.

- It is important that all complaints are dealt with in a sensitive, fair, expeditious and professional manner
- An impartial and consistent approach is essential to ensure parity and uniformity in complaint resolution
- Documentation of all complaints and their resolution will be recorded on the complaint register
- An appeal process will be accessible to all complainants
- There will be periodic reviews to enable continual improvement of policies and procedures
- Any complainant has the right to seek independent advice and/or representation under this policy.

### 2 ORGANISATIONAL SCOPE

This is a MITO-wide policy.

### 3 POLICY

MITO is committed to providing the best possible support and services to our clients.

MITO is dedicated to a fair, consistent and expeditious complaint resolution process which guarantees the privacy and confidentiality of all parties.

MITO will endeavour to reach a satisfactory resolution for all parties.

A central complaint register will be held at MITO documenting all complaints, appeals and their resolution.

MITO will provide an appeal process whereby the complaint can be accelerated to the Te Pūkenga Deputy Chief Executive, Ako Delivery.

A review of the complaint policy and procedures will be held annually.

### 4 PROCEDURES

#### 4.1 Verbal complaints

Where appropriate, verbal complaints will be dealt with at source. However, if unable to be resolved the complainant must be given the option of taking the issue further with the Executive Director (or their agent). At this stage, the procedure outlined for written complaints must be followed.

#### **4.2 Written complaints**

It is the responsibility of any team member who receives a written complaint to direct the complaint immediately to the Executive Director. The Executive Director, at their sole discretion, may delegate an agent to deal with the complaint.

A written acknowledgement will be made within three working days of receiving the complaint.

If deemed appropriate phone contact may be initiated by the Executive Director (or their agent) to elicit further information, as required.

A full review of all aspects of the complaint will commence within five working days of receiving the complaint.

The final outcome of the review will be made and communicated no later than 15 working days of receiving the complaint.

If there is any deviation from the stipulated timeframes, the Executive Director (or their agent) will keep the complainant fully informed of progress (verbally and in writing) and negotiate a revised timeframe.

Where the complaint involves MITO team members, those team members will be offered external support and advice, and, if deemed appropriate, the opportunity to be relieved of their duties during any impending investigation.

#### **4.3 Reporting/monitoring**

All written formal complaints, including the agreed resolution, will be recorded on the complaint register by the Executive Director (or their agent).

The MITO senior leadership team will review the complaint register on a quarterly basis, identifying specific areas of improvement for their respective areas.

The Te Pūkenga Deputy Chief Executive, Ako Delivery may request to view the register at any time.

#### **4.4 Appeal process**

Any complainant not satisfied with the complaint resolution can request an appeal.

Written appeals should be lodged within 14 working days and directed to the Te Pūkenga Deputy Chief Executive, Ako Delivery.

The Te Pūkenga Deputy Chief Executive, Ako Delivery will convey the final decision to the complainant within ten working days of the decision.

### **5 AUTHORITY**

The Executive Director (or their agent) will be responsible for administering and overseeing the complaint register for MITO.

### **6 REVIEW**

This policy will be reviewed on an annual basis by the MITO senior leadership team at the first meeting of each calendar year.