

SSPA complaints procedure

Introduction

Social Service Providers Aotearoa views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Scope and Definitions

The complaints procedure applies to SSPA members and employees.

Out of scope: Issues and complaints amongst Executive members.

Policy Statement

Resolving complaints

Step one

If possible, speak or write to the person concerned. This may resolve matters and clear up any misunderstandings.

Step two

If the complainant feels the matter has not been satisfactorily resolved, they can make an official complaint, in writing, to the national manager or the SSPA chair. This must explain:

- What the complaint is about
- Why it is a concern and what the effect could be on the complainant or their organisation.
- How the matter could be resolved.

If the complaint relates to a specific person, they will be informed and given an opportunity to respond.

The complainant and the person complained about can bring a support person to a meeting should one be held.

The complainant should receive an acknowledgement of the complaint within a week and a definitive reply within four weeks.

Step three

If the matter is still not resolved, the complainant can request that the matter be taken formally to the next meeting of the national executive. The complainant will be given the opportunity to attend the meeting, with a support person if so desired, to provide any additional information required.

The national executive will respond within one month of the meeting. Their response will be final.

Dissatisfaction with outcome

If, having gone through the procedure, a complainant is dissatisfied with the outcome of their complaint, they may choose to contact an appropriate external body such as the chief executive of the Minister of Vulnerable Children, Ombudsman or Privacy Commissioner.

Accountabilities

The SSPA National Manager is responsible for maintaining a record of all complaints received.

Any complaint regarding the National Manager is to be forwarded or directed to the Chair immediately.

The Policy is to be placed on the SSPA website.

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