

## Complaints Procedure

Step Ahead aims to provide a safe and supportive environment, so if there is something you are not happy with please talk to a staff member. We will welcome your complaint, as it helps us to improve our standard of service or uncover a problem

### Resolution of Issues and Problems

If you are unhappy about any service/e you have received at Step Ahead Trust, it is best to talk to, or write directly to, the person who provided the service, or to the CEO as soon as possible.

Making a complaint may help to prevent a similar thing happening to someone else and may lead to an overall improved service.

Suggested ways to let us know about your complaint:

1. You are welcome to approach any staff member to discuss the issues.
2. This discussion will remain confidential unless;
  - The member wishes to take the matter further and involve others.
  - The matter concerns the safety of the member or any other person.
3. Issues concerning a staff member should be taken to the CEO as soon as possible.
4. Members may discuss any concerns they have with members of the Trust Board.
5. Where a problem or issue remains unresolved using the processes listed above, a formal complaint may be made either verbally or in writing to the CEO.
6. If you feel uncomfortable doing this, or you would like guidance, you can request the support of an independent Health and Disability Advocate, by phoning (03) 377 501 who is trained to help people in your situation. This service is free

If you are unhappy with the decision, you can make a complaint directly to the Health and Disability Commissioner. Please contact the Commissioner by:

- Email: [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)
- Phone: 0800 11 22 33
- Mail: PO Box 1791, Auckland 1140
- [www.hdc.org.nz/making-a-complaint/complain-about-care-you-received/](http://www.hdc.org.nz/making-a-complaint/complain-about-care-you-received/)

For more information about complaints contact the Health and Disability

Download our Complaints Form, complete and return to Step Ahead

# STEP AHEAD TRUST MEMBER COMPLAINT FORM

How to complete this form.

Please fill out the first page of this form as fully as possible. If you need assistance, please ask a staff member or an independent advocate.

Place the completed complaint form in an envelope. Write formal complaint on the envelope and give it/post or email to the Office Administrator or CEO. [info@stepahead.org.nz](mailto:info@stepahead.org.nz)

Date of Complaint: \_\_\_\_\_ Received by \_\_\_\_\_

Name of person making the complaint: \_\_\_\_\_

Nature of the complaint: This complaint is about (please tick the appropriate box)

Another member(s) A staff member (please give this complaint to the CEO to deal with)

The Step Ahead Programme

Facilities at Step Ahead

The Trust Board (or a Trust Board member)

Other Specify \_\_\_\_\_

Details of the complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

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\_\_\_\_\_

I have discussed this complaint with: \_\_\_\_\_



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Complaint form returned to member: A copy of this form placed in the personal files of the main people involved in the complaint: Date: \_\_\_\_\_

Process completed: Signed by CEO: \_\_\_\_\_