



## Complaints Policy

### Key points I need to know

- Every person we support, their family/whānau, advocate, or any other concerned person has the right to make a complaint in accordance with the Health and Disability Commission “Code of Health and Disability Services Consumer Rights.”
- Complaints may be made directly to Hōhepa Wellington and/or at any time to external agencies, including the Health and Disability Commission.
- Everyone has a role in creating an environment of open, honest, and respectful communication where people feel safe to raise concerns without fear of retaliation.
- All complaints are acknowledged, followed up, and responded to appropriately.
- Complaints are viewed as an opportunity to learn, improve, and strengthen service delivery.

### Policy Statement

Hōhepa Wellington is committed to ensuring that the right of people we support, and those acting to make a complaint is understood, respected and upheld.

Complaints provide an important opportunity to listen, learn, and improve the quality and safety of our services. All complaints will be managed in a fair, respectful, timely, and consistent manner, in accordance with Right 10 of the Code of Health and Disability Services Consumers’ Rights, relevant New Zealand legislation and organisation expectations.

Hōhepa Wellington will ensure that people making a complaint are taken seriously, treated with dignity, and supported throughout the process and that complaints are investigated impartially and without fear of disadvantage.

### Responsibility

General Manager

### Key Principles

- **Accessibility:** The complaints process is easy to access, culturally appropriate, and communicated in a way that is understood by all people we support and their families/whānau.
- **Transparency:** Openness is maintained throughout the complaints process, and complainants are kept informed of progress and outcomes.
- **Fairness:** Complaints are managed impartially and objectively, ensuring all parties are treated respectfully and without bias.
- **Confidentiality:** The privacy of all parties involved is protected, and information is shared only on a need-to-know basis.
- **Responsiveness:** Complaints are acknowledged and addressed promptly in line with organisation expectations and legislative requirements.
- **Accountability:** Clear responsibilities are in place for managing complaints, and staff are supported and trained to respond appropriately.

NOTE: The electronic version of this document is the most current. Printed copies are only valid for the day of printing



- **Continuous Improvement:** Feedback and learnings from complaints are used to identify opportunities for improvement and enhance service delivery.

## Scope

This policy applies to all Hōhepa Wellington employees, volunteers, contractors, people we support, and their families/whānau.

This policy relates to complaints about service delivery provided, as described in the definition below.

## Definitions

### **Complaint:**

Any expression of dissatisfaction about services provided by Hōhepa Wellington. This includes dissatisfaction with the actions, decisions, or conduct of employees, volunteers, managers, contractors, or board members.

### **Comment/Feedback**

An observation, remark or expression of opinion about aspects of services that could be improved. Comments and feedback are valued as an opportunity to enhance service quality but are not classified as complaints.

### **Method of Complaint**

Complaints may be made formally or informally, verbally or in writing. The method by which a concern is raised does not determine whether it is a complaint; all expressions of dissatisfaction are treated seriously.

### **Anonymity**

Complainants have the right to remain anonymous. Complaints will be investigated to the extent possible, recognizing that anonymity may limit the scope of investigation and response.

## References

The Code of Health and Disability Services Consumers' Rights - [link](#)  
Privacy Act 2020 - [link](#)  
[Health and Disability Commissioner – How to make a complaint - link](#)

## Associated Documents

Complaints Procedure Guidelines  
Ngā Paerewa Health and Disability Sector Standards – NZS 8134.2021  
Incident Reporting Policy  
Protected Disclosure  
Open Disclosure Policy  
Privacy Policy  
News Media Policy  
Complaint Form



<b>Document Control</b>	
<b>Consultation with:</b>	Director of Services / Service Managers
<b>Document Owner:</b>	General Manager
<b>Authorised by:</b>	General Manager
<b>Date of last review:</b>	January 2026
<b>Date of next review:</b>	January 2029