

Complaints Policy

Policy Number:	8.0	Version 02	Policy Owner	Chief Executive
Last reviewed:	August 2023	Next Review Date	August 2026	

PURPOSE

This policy is intended to ensure that we handle complaints fairly, efficiently and effectively. It provides guidance to our team and people who wish to make a complaint.

SCOPE

This policy applies to the whole Brainwave Trust team and Board, receiving or managing complaints from the public and clients made to or about us, regarding our products, services and our team.

POLICY

Brainwave Trust Aotearoa respects the rights of its clients, all team members, and any other people or organisations with which it conducts business. Our complaints Policy and Process has been developed to ensure the rights of these individuals are given appropriate consideration in the event of any dispute.

BACKGROUND

Information about how and where to make complaints is publicised on our website.

People making complaints will be:

- Provided with information about our Complaint Policy and Handling Process
- Listened to, treated with respect by our team and actively involved in the complaint process where possible and appropriate, and provided with reasons for our decision/s

All complaints will be treated with confidentiality; however, any person included in a complaint will be informed of the details of the complaint and be given an opportunity to address the complaint.

Organisational Commitment:

Brainwave Trust expects the whole team to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from our team and the way that commitment should be implemented.

Who	Commitment	How
Chief Executive	Promote a culture that values complaints and their effective resolution	<ul style="list-style-type: none"> • Report to the board on our complaint handling, with all serious complaints notified to the Board. • Provide adequate support and direction to key team members responsible for handling complaints • Review reports about complaint trends and issues arising from complaints • Encourage the team to be alert to complaints and assist those responsible for handling complaints to resolve them promptly • Encourage the team to make recommendations for system improvements
Who	Commitment	How
Operations and Kaiako team	Promote a culture that values complaints and their effective resolution	<ul style="list-style-type: none"> • Treat all people with respect, including people who make complaints • Be aware of our complaint handling policy & process

		<ul style="list-style-type: none"> • Assist people to make a complaint, if needed • Be alert to complaints and assist team members handling complaints to resolve matters promptly
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Terms and Definitions:

Complaint

An expression of dissatisfaction made to or about us, our services, or team member(s) or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required. We recognise that some complaints (or at least negative comments) may be made on social media.

Complaint handling

All policies, processes, practices, team members, used in the management of complaints.

Dispute

An unresolved complaint escalated either within or outside of our organisation.

Feedback

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint handling system where a response is not explicitly or implicitly expected or legally required.

Grievance

A clear, formal written statement by an individual team member about another team member or a work-related problem.

Standards/Guidelines:

H&S at Work Act 2015
Privacy Act 2020

Related Documents:

Complaints Process
Complaints Form
Complaints Log