

Te Piki Oranga Ltd – Whānau / Stakeholder Complaints Form



Please tell us what it is that is of concern to you. We will do our best to reply to you within 20 working days of your complaint. If we are unable to complete an investigation within the 20-day timeframe we will be in touch with you to discuss this.

What is your name? (first and last name)	
What is your email address?	
What is your preferred phone number?	
Is there a particular person or people involved in your complaint? (if known)	
Please tell us what happened (or didn't happen) and please ensure you add the date that the complaint occurred.	
How would you prefer to discuss this matter?	
<input type="checkbox"/> In person	<input type="checkbox"/> Over the phone
<input type="checkbox"/> Via email	<input type="checkbox"/> Via Zoom, Teams etc
What would be your preferred outcome? Please be aware that we may not be able to comply with your preferences, depending upon the circumstances of the complaint.	

Whānau / Stakeholder - Complaints Policy and Procedure

PURPOSE

Te Piki Oranga Ltd is committed to being accessible, fair, and responsive to all whānau and stakeholder complaints. We value feedback and are committed to ensuring our community have the best possible experience with us. Our ngā uara (values) influence and guide how we manage any complaints we receive.

DEFINITIONS

Complaint - An expression of dissatisfaction by one or more of our whānau and stakeholders about Te Piki Oranga:

- action or lack of action;
- decision;
- failure to follow ngā uara/our core values;
- the standard of service provided by or on behalf of Te Piki Oranga.

Tumuaki – General Manager

Ngā Uara – values

Kaimahi – staff / workers /employees

Whānau – family

Manaakitanga – hospitality, kindness

Whanaungatanga – family relationships

Kaitiakitanga – stewardship

Wairuatanga – spirituality

Kotahitanga – unity

Rangitiratanga – self-determination of thinking and actions

OBJECTIVES

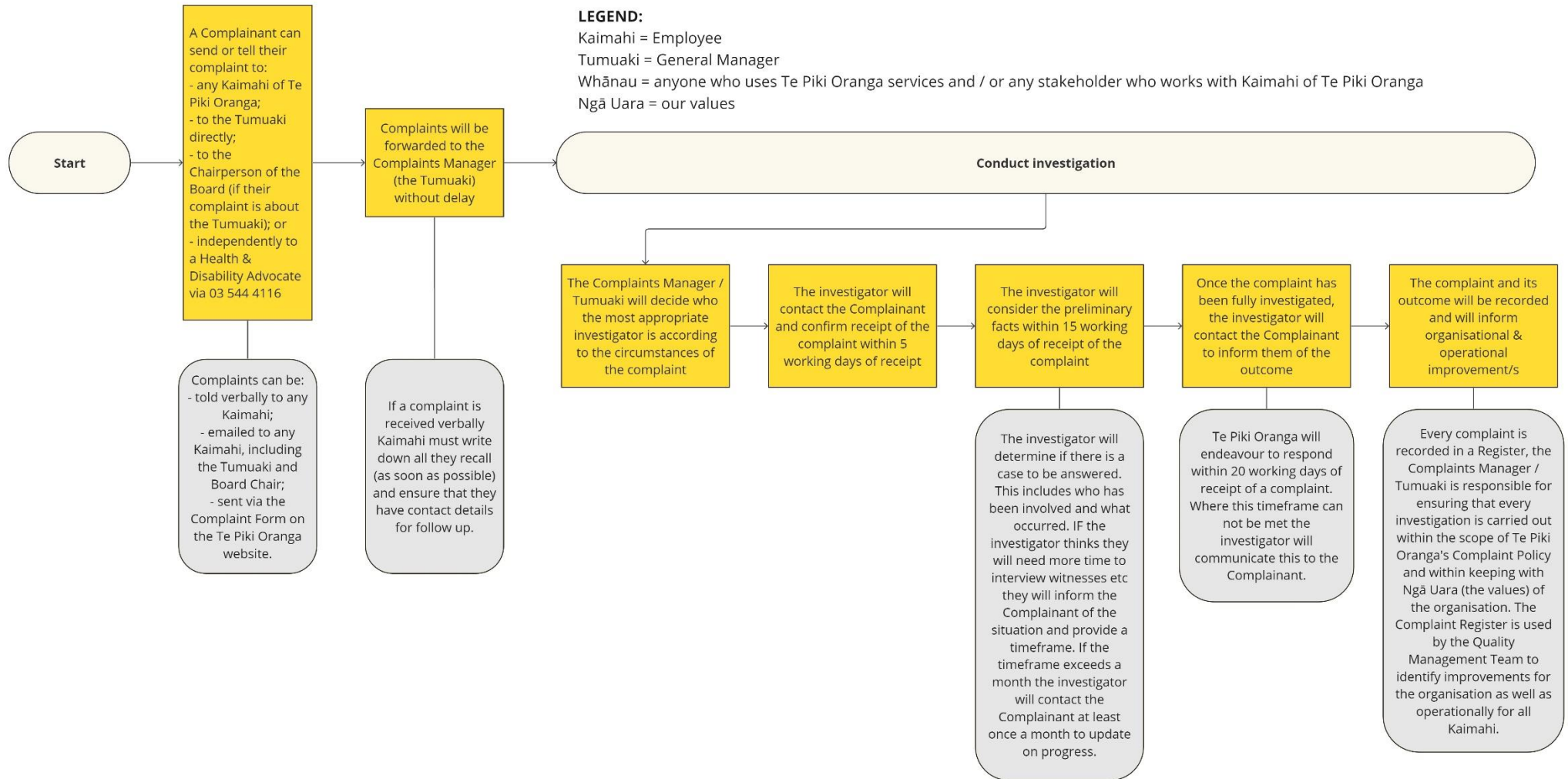
Applying this Policy will ensure that:

- Whānau and stakeholders are aware of, and properly informed about their right to complain as provided under the Health and Disability Code of Rights (10);
- Kaimahi, directors, advisors and contractors understand their obligations and responsibilities relating to the management of complaints;
- Complainants are assured that any complaint does not result in a lower quality of treatment under any Te Piki Oranga service.

PROCEDURE

- Please refer to the flowchart on the following page.
- Please contact the Complaints Manager/Tumuaki if you have any questions or concerns while your complaint is being processed by any of the following contact details:
 - 03 543 7016 / 0800 ORANGA (672 642) or
 - quality@tpo.org.nz or
 - or via the postal address below Attention: Complaints Manager.
- The timeframes within which your complaint should be managed are noted in the flowchart over the page.
 - At any time, should you wish, you can contact a Health and Disability Advocate from the Health and Disability Commission who can assist you with your complaint. They can be reached via the follow contact details:
 - 0800 555 050 or 03 544 4116
- If your complaint is about the Tumuaki (General Manager) you can contact the Chairperson directly via the following contact details:
 - 03 543 7016 / 0800 ORANGA (672 642) or
 - quality@tpo.org.nz or via the postal address below: Te Piki Oranga Ltd
Attention: The Chairperson
PO Box 3108
Richmond 7050

Te Piki Oranga Ltd - Complaint Process (for whānau)



At any time during an investigation the Complainant has a right to seek independent advocacy about their complaint. For the Nelson, Tasman, Marlborough regions Complainants can call 0800 555 050 or 03 544 4116



Your Rights

when receiving a health or disability service

Ōu Tika

mo to whiwhinga ratonga hauora, hauātanga rānei



The Code of Rights means that you should have:
Mā tēnei Ture Tiaki i ōu Tika, ka ahei kia u nga tikanga:



1. Respect
Mana



6. Information
Whakamōhio



2. Fair treatment
Manaakitanga



7. Choice and consent
Whakaritenga mōu ake



3. Dignity and independence
Tū rangatira motuhake



8. Support
Tautoko



4. Appropriate standards
Tautikanga



9. Rights during teaching and research
Ako me te rangahau



5. Effective communication
Whakawhitiwhitinga whakaaro



10. Your complaints taken seriously
Amuamu



For support and information, contact your local advocate or the Health and Disability Commissioner:

Mō nga kaupapa tautoko, mōhiotanga, whakapā atu ki te roopu tautoko i tau rohe, ki te Toihau Hauora, Hauātanga:



HDC Te Toihau Hauora, Hauātanga
hdc.org.nz | 0800 11 22 33



Advocacy Ngā Kaitautoko
advocacy.org.nz | 0800 555 050