



Complaints Policy

The Featherston Community Centre Charitable Trust recognises the importance of having a policy and set of procedures relating to any complaints that are made against it or the people working for the Trust.

Procedure

The grievance procedure will be exercised in a way that ensures any person/organisation complaining has the opportunity to be heard and treated fairly, and that the complaint will remain confidential to the parties involved.

The procedures are to be worked through step by step. The procedures can be ended at the completion of any step, so long as both parties are satisfied. If not, continue to the next step.

At any point of intervention, all parties have the right to have their supervisors and/or advocate and/or whānau/family support present.

Step 1: Approach the person/organisation directly about the problem.

Step 2: If you are not satisfied, contact the chair of the Trust. The chair will notify the person/organisation making the complaint that the complaint has been received.

Step 3: The Trust Board will discuss the complaint at the next board meeting or earlier and respond to the person/organisation who made the complaint.

Step 4: If the complaint remains unresolved, mediation with an independent facilitator will be pursued.

Revised and approved: November 2017