



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. Complaints are welcome in cases of grievance or breaches of the Code of Conduct, in cases of serious concerns or grievances, where discussion with the Manager cannot resolve the issue.

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 FCCCT operates on the principle of non-retaliation, and whistle-blowers and those complaining will face no negative consequences for bringing forward a complaint.

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 with the details of the complaint. This contact may be by phone (027 282 8201), email (chair@featherstoncommunity.org.nz) or in person. The chair will confirm with the person/organisation making the complaint that the complaint has been received and explain how and when the complaint will be acted on.

Step 3: The Trust Board will discuss the complaint at the next board meeting or earlier and be responsible for responding to the person/organisation who made the complaint. If required, an investigation into the details of the complaint may be launched and all affected parties will be heard. For any concerns relating to breaches of the law, the matter will be referred to the Police.

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