

## **COMPLAINTS PROCEDURE**

Skills4Living aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a complaints procedure through which you can let us know for any reason you are not satisfied with your dealings with Skills4Living.

### **If you are not happy with Skills4Living please tell us**

If you are unhappy about any S4L service, please speak to the relevant staff member or Manager. **We are happy for you to have a support person present in any face to face interaction regarding your complaint.**

If you are unhappy with an individual in S4L sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's Manager.

Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Manager.

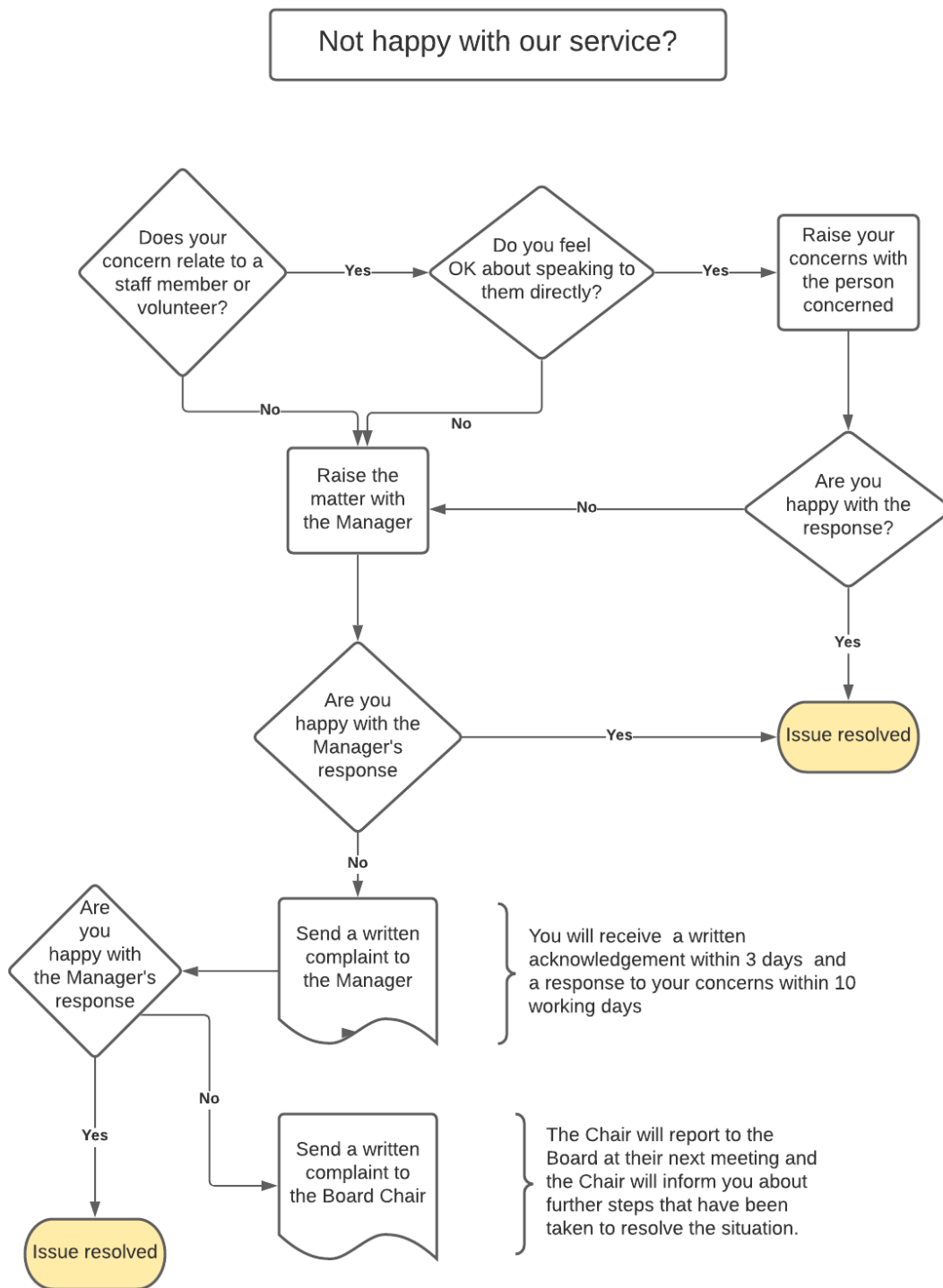
All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded to you and you are not satisfied, please write to the Chair of S4L. The Chair will report to the Board at their next meeting and the Trustees of S4L will decide on any further steps to resolve the situation.

### **Satisfied with Services**

Finally, please also let us know if you are happy with S4L services, you may do this in person, in writing or via email if you prefer.



If you are still not happy with the outcome from the Board of Trustees, then you can email:

[Accreditation@tekahuikahu@govt.nz](mailto:Accreditation@tekahuikahu@govt.nz)

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