



The Chris Ruth Centre

Operated by the Chris Ruth Centre Trust

Complaints Guidelines

Purpose: The Chris Ruth Centre (Chris Ruth Centre) recognises the importance of managing complaints to ensure quality standards are maintained for its **young** people, that their rights are protected, and that issues are addressed in the most appropriate manner, upholding both the rights of the person, and complying with all regulations and standards.

Scope: All staff employed by Chris Ruth Centre

Associated Documents: Informed Consent Policy
Open Disclosure Guidelines
Continuous Quality Improvement Model (PDCA Cycle)

Guidelines:

- Chris Ruth Centre recognise that its persons and their family/whānau have a right to make a complaint, without fear of reprisal, if they believe any aspect of their care is unsatisfactory.
- Chris Ruth Centre will operate in accordance with Right 10 of the Health and Disability Services Consumers' Rights, which is that every consumer has the right to complain. Chris Ruth Centre will ensure that prompt, appropriate response and action is taken following a complaint in line with the standards set by the Health and Disability Commissioner.
- Chris Ruth Centre will ensure that the complainant is treated courteously and fairly at all times and with complete confidentiality.
- All complaints are to be recorded and evaluated, and complaints data will be reviewed as part of the Chris Ruth Centre Continuous Quality Improvement Model.
- Chris Ruth Centre will ensure that the needs of its persons are represented at Board level.

Procedure for Making a Complaint:

- Complaints about care, individual persons or staff members may be made in the first instance to the Centre Manager who will inform the General Manager. Complaints can be made either verbally or in writing.
- Concerns about service issues (such as potential Health and Safety risks) may be more appropriately channelled through staff meetings.
- If the response received from the Centre Manager is unsatisfactory, then the complainant may wish to contact the Chief Executive Officer or a Chris Ruth Centre Board member.
- If the complainant believes that their complaint is unresolved following notification to the Chief Executive Officer, they may contact the Health and Disability Commissioner, or any relevant professional body.
- Advocacy Services are available to support consumers who are dissatisfied with the service they have received. Brochures outlining how to access Advocacy Services are available at Chris Ruth Centre or information is available via the internet- <http://advocacy.hdc.org.nz/> or by phoning 0800 555 050.
- The Health and Disability Services Consumers' Rights brochure outlines your rights as a consumer of healthcare and provides advice on how to make a complaint. The Health and



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Disability Commissioner's Office can be contacted via the internet <http://www.hdc.org.nz/complaints/making-a-complaint> or by phoning 0800 11 22 33.

- Chris Ruth Centre staff are able to access confidential counselling support via the Chief Executive Officer.

Complaint Documentation Requirements:

- The date the complaint was received must be recorded on the written letter of complaint, or noted if the complaint was received verbally.
- The date the complaint was received by the person (who will review the circumstance of the complaint) must be clearly recorded on the Chris Ruth Centre Complaints Register.
- The Complaint will be entered into the Chris Ruth Centre Complaints Register which will record the action taken and the date(s) and details of any information reported back to the complainant.
- Once the complaint is resolved, all written information pertaining to the complaint will be confidentially stored by the Chief Executive Officer.

Complaint Response Timeframes:

- All complaints must be acknowledged within 5 working days of receipt of the complaint (written or verbal).
- All complainants must be informed of how to access independent advocates and the Health and Disability Commissioner (this is best achieved by sending out copies of the Advocacy Services and HDC brochures with receipt of the complaint).
- Within 10 days of acknowledgement of the complaint, Chris Ruth Centre must decide if the complaint is justified or not and if further time is required to investigate the complaint. Chris Ruth Centre must ensure that this is not more than 20 working days and that the complainant is informed of the timeframe and the reasons for it.
- As soon as practicable, Chris Ruth Centre must decide if the complaint is justified and inform the complainant of the reasons for the decision, the actions Chris Ruth Centre will take to remedy the problem and any appeal procedures.
- The Chief Executive Officer has the responsibility to liaise with legal advisers/insurers if necessary.

Complaint Monitoring:

- All complaints received are reviewed monthly and recorded as part of the quality reporting system, and a summary of complaints is reported to the Chris Ruth Centre Board quarterly.
- Issues identified through the complaints process are fed back into the quality improvement system for management of corrective actions as required.
- High risk complaints will be entered into the Risk Register and reviewed by the Chris Ruth Centre Board.

Staff Complaints:

- Complaints concerning another staff member or a Chris Ruth person should be made to the General Manager.
- Staff complaints should be documented as per the complaint documentation requirements outlined above.
- Staff will be offered support from their Centre Manager.

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References and Standards:

- (1) Health and Disability Commissioner, The Code of Health and Disability Services Consumers' Rights Regulations 1996.
- (2) Health and Disability Advocacy Services; <https://advocacy.org.nz/> (accessed June 2021)
- (3) ACC Code of Claimants Rights;
<https://www.acc.co.nz/im-injured/make-a-complaint/#:~:text=Your%20rights%20are%20to%3A,culture%2C%20values%2C%20and%20beliefs%20respected> (accessed June 2021)
- (4) DSS Tier one Service Specifications (August 2015)
- (5) DSS Tier two Service Specifications – Community Residential Support Services (September 2015), 11 Complaints Resolution
- (6) Social Sector Accreditation Standards (Level 4) – Resolution of complaints relate to service provision
- (7) Health and Disability Services Standard NZS8134:2008, section 1.13

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Version/Authorised by:	01, CEO	