
Formal Complaints Policy

Introduction

The Christchurch Methodist Mission strives for high standards in all aspects of service delivery. We welcome feedback on our services. Such feedback is invaluable in helping us evaluate and improve our work. This policy sets out our approach to handling complaints.

Definition of a Formal Complaint

A formal complaint is any expression of dissatisfaction by an individual, whether justified or not, which the individual wishes to be treated as a formal complaint. Formal complaints must be made in writing.

An individual may make a formal complaint if they feel the Mission has:

- failed to provide a service or an acceptable standard of service or made a mistake in the way the service was provided
- failed to act in a proper way

Purpose

To support and advise individuals, agencies and organisations who access our services or with whom we work, on our approach to complaints.

Policy

The Mission will

- provide high quality services to all clients, and to agencies and organisations with whom we work.
- recognise that the clients, agencies and organisations we work with have the right to make complaints about our services.
- provide clear, easily accessible information on how to make a complaint to ensure that our complaints process is clear and open to everyone who receives or requests a service from the Mission and to people acting on their behalf.
- take complaints seriously and commit to looking into them promptly and seeking resolution as quickly as possible. Complaints will be acknowledged within five working days and a full response following investigation will be provided within 28 working days.
- ensure that complainants are notified of the results, and of any right to appeal.
- listen carefully to complaints and treat these with sensitivity and as confidential where possible.
- maintain a Formal Complaints Register that is reviewed regularly by the Board for the purposes of quality assurance and improvement. The Register will be kept on the M-Drive. Each Division will maintain its own Formal Complaints Register, kept in the Division's folder on the M-Drive.
- require all staff, volunteers and Board members to read, understand and comply with this policy and its procedures.

Related Documents

[Client Concerns and Complaints Process](#)

[Compliments and Complaints Forms](#)

[Procedure for Staff Making a Complaint](#)

[Handling Staff Complaints](#)