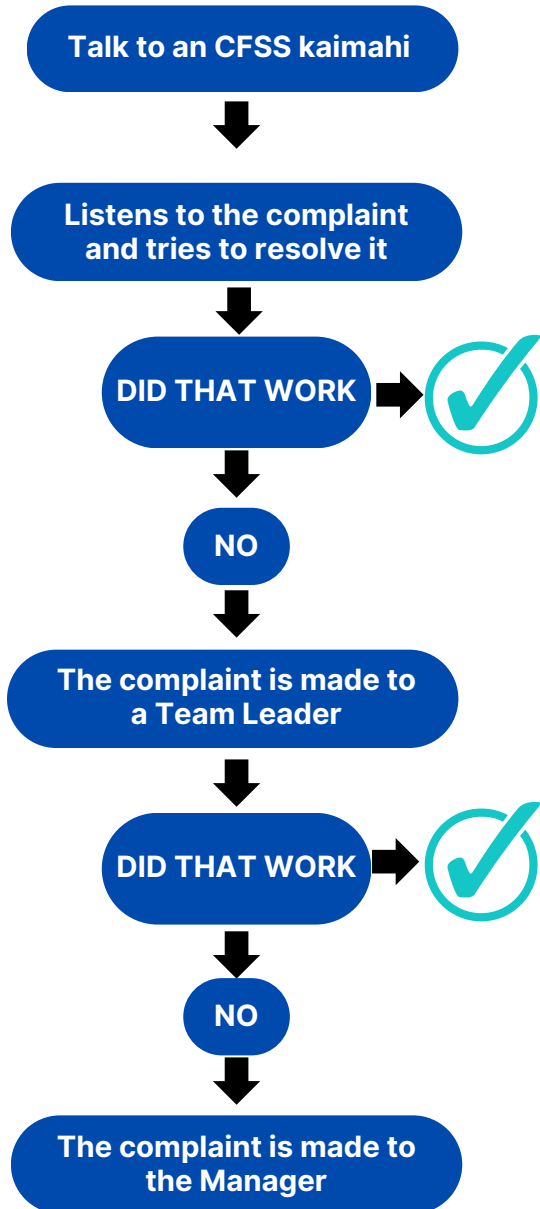
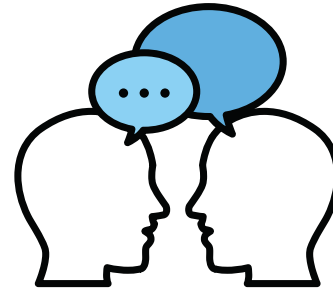


THE COMPLAINT PROCESS



How do I get started?

You can make a complaint in any form. The first step is to raise the matter with an CFSS kaimahi.

How much will it cost?

Nothing. It does not cost anything to make a complaint.

Is it confidential?

Yes. The information you provide to CFSS cannot be shared with anyone else without your permission.

Contact Kake Oranga Hāhi Katorika Catholic Family Support Services:

Complaints
Free-phone: 0800 24 20 25
Email: complaints@cfss.org.nz

Contact The Manager

HAMILTON OFFICE
Te Ara Hou Village
PO Box 24010
100 Morrinsville Road, Hamilton 3216
ROTORUA OFFICE
PO BOX 12026
1128 Hinemoa Street, Rotorua 3010

If you have a complaint ...

... we would like to hear about it.



If you are unhappy with our service

Start by talking to your kaimahi

We welcome feedback, so if you have a complaint about Kake Oranga Hāhi Katorika, Catholic Family Support Services (CFSS) we would like to know about it.

It is important to us that the services we provide meet the needs of the people, families and whānau we support.

If unhappy with the response, you can make a complaint

Talk to someone else on our team, or the team leader.

Taking things further

If you are not happy with the outcome, you can take your concerns directly to the Manager.



Social Workers Registration Board (SWRB)

You can also make a complaint to the SWRB if you feel the Social Worker's practice has not met the professional standards required. (You can visit swrb.govt.nz to find out more)

Financial Mentors

Our Financial Mentors are all fully trained and abide by their code of ethics. This will be posted on the wall in the office and explained to you.

Support during the process

You can have any person as an advocate or a support person to help you lay a complaint, or work through a complaint. They can accompany you to any meetings or discussions about your complaint, and can be involved at every stage of the process.



We will

- Treat your complaint seriously.
- Try and resolve it quickly and fairly.
- Keep you informed about what we intend to do and how long it will take, if we cannot resolve it within 10 working days.
- Discuss the outcome with you.

Please complete and hand back to staff.

I(name)
confirm that I have been given a copy of the feedback process for Kake Oranga Hāhi Katorika, Catholic Family Support Services, and have had the process explained to me. I understand the process.

.....
(Signed)

.....
(Date)

I confirm that the services has been explained in full as per the CFSS "Whanāu Family Support Services, Supervised Contact Service and Financial Mentor Service Brochures"

Our services are provided free of charge to ALL PEOPLE regardless of religion, ethnicity, age, disability, sexual orientation, culture or gender