

Making a complaint

Our commitment at Visionwest Eden Cottage

1. We will record and monitor feedback and all complaints to resolve the complaints, identify opportunities and implement improvements to ensure that whānau are treated fairly.
2. Visionwest will foster a culture of openness and transparency and adopt a position of 'putting things right to improve services' and to encourage complaints and feedback to be collected.
3. Visionwest is actively committed to maintaining a complaint procedure to ensure that complaints are handled in accordance with our obligations as a health, social service, social landlord and education provider.
4. All complaints will be addressed in a timely, equitable, objective, and non-biased manner through the complaint handling process.
5. Visionwest will ensure that we allocate resources to be made available so that complaint handling and feedback collection is managed efficiently and effectively.
6. Staff involved in the complaint handling process will always follow Visionwest's confidentiality and privacy policies.

Process for Receiving, recording, and closing a complaint

1. Parents/whānau can use the following contacts to make a complaint regarding Eden Cottage.

Primary contact: (Head teacher) Crystal Lynch

Email: crystal.lynch@visionwest.org.nz

Secondary contact (Tumuaki: General Manager): Rosemary Dewerse

Email: rosemarydewerse@visionwest.org.nz

Please note that Parents/guardians can make a complaint in person directly to the Head Teacher on site at the Eden Cottage office - 97 Glendale road, Glen Eden, Auckland, 0602
2. Once the complaints are received, the Head Teacher will record the complaint in the Eden Cottage complaints register.
3. These complaints are then assigned to an action officer who will acknowledge and liaise with the complainant to resolve the complaint.

Visionwest has counsellors onsite who can provide confidential support during the process of a complaint. There are other resources also in our wider community who can be drawn upon to provide advocacy and support. These include: Community Social Workers, Ministry of Education, Citizens Advice Bureau.