

## Eden Cottage - Making a Complaint

### Our commitment at Visionwest Eden Cottage

1. We will record and monitor all feedback including complaints. We will work to quickly resolve any complaints while identifying and implementing opportunities for improvement to ensure that whānau are treated fairly.
2. We will foster a culture of openness and transparency and, through the collection of feedback, including complaints, will adopt a position of putting things right to constantly improve services.
3. We are 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 ensure feedback and complaints are handled efficiently and effectively.
6. Staff involved in the complaint-handling process will always follow Visionwest's confidentiality and privacy policies.
7. All Child Protection matters involving allegations against staff will be escalated immediately to the Head of People and Culture and to the Child Protection Officer as per Visionwest's Child Protection Policy and Procedure.
8. All complainants have the right to request a meeting with the Head Teacher/Centre Manager, and where necessary with the Head Teacher and/or General Manager.
9. As part of the investigation process, reasonable notice is to be given for a meeting for discussion and resolution. A support person for the staff involved and complainants may attend.

### 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](mailto:crystal.lynch@visionwest.org.nz)

**Secondary contact: Laela Toailoa.**

Email: [Laela.Toailoa@visionwest.org.nz](mailto:Laela.Toailoa@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.
4. Please note: Visionwest has counsellors onsite who can provide confidential support during the process of a complaint. There are other resources also in our wider community that can be drawn upon to provide advocacy and support. These include Community Social Workers, and the Citizens Advice Bureau.

5. If after all of the above, the matter is still not resolved, an approach may be made to:

The Ministry of Education,  
10, Montel Avenue  
Henderson, Ph 09 632 0390

**Give feedback or make a complaint regarding Eden Cottage:**

Email Crystal Lynch (Head teacher), [crystal.lynch@visionwest.org.nz](mailto:crystal.lynch@visionwest.org.nz)

Or Laela Toailoa, [Laela.Toailoa@visionwest.org.nz](mailto:Laela.Toailoa@visionwest.org.nz)

Complaints can be made in person to the  
Head Teacher at Eden Cottage –  
**97 Glendale Road,**  
**Glen Eden, Auckland, 0602**



The complaint will be recorded in the  
Eden Cottage **complaints register**.



The complaint will be assigned to an **action officer** who will liaise with the complainant  
to resolve the complaint.



If required, Visionwest has counsellors who  
can provide **confidential support** during the  
process of a complaint.



If after all of the above, the matter is **still not resolved**, an approach may be made to: The  
Ministry of Education, 10, Montel Avenue,  
Henderson, Ph 09 632 0390