

# King Street Artworks

## Complaint Policy

King Street Artworks adheres to the 10 guidelines set down Health and Disabilities Code of Rights –

### **Right 1**

The right to be treated with respect.

### **Right 2**

The right to freedom from discrimination, coercion, harassment, and exploitation.

### **Right 3**

The right to dignity and independence.

### **Right 4**

The right to services of an appropriate standard.

### **Right 5**

The right to effective communication.

### **Right 6**

The right to be fully informed.

### **Right 7**

The right to make an informed choice and give informed consent.

### **Right 8**

The right to support.

### **Right 9**

Rights in respect of teaching or research.

### **Right 10**

The right to complain.

If you feel any of these rights have been breached you have the right to complain (Right 10)

### **Right 10**

#### *Right to complain*

(1) Every consumer has the right to complain about a provider in any form appropriate to the consumer.

(2) Every consumer may make a complaint to—

- (a) the individual or individuals who provided the services complained of; and
- (b) any person authorised to receive complaints about that provider; and
- (c) any other appropriate person, including—
  - (i) an independent advocate provided under the Health and Disability Commissioner Act 1994; and
  - (ii) the Health and Disability Commissioner.

(3) Every provider must facilitate the fair, simple, speedy, and efficient resolution of complaints.

(4) Every provider must inform a consumer about progress on the consumer's complaint at intervals of not more than 1 month.

(5) Every provider must comply with all the other relevant rights in this Code when dealing with complaints.

(6) Every provider, unless an employee of a provider, must have a complaints procedure that ensures that—

(a) the complaint is acknowledged in writing within 5 working days of receipt, unless it has been resolved to the satisfaction of the consumer within that period; and

(b) the consumer is informed of any relevant internal and external complaints procedures, including the availability of—

(i) independent advocates provided under the Health and Disability Commissioner Act 1994; and

(ii) the Health and Disability Commissioner; and

(c) the consumer's complaint and the actions of the provider regarding that complaint are documented; and

(d) the consumer receives all information held by the provider that is or may be relevant to the complaint.

(7) Within 10 working days of giving written acknowledgement of a complaint, the provider must,—

(a) decide whether the provider—

(i) accepts that the complaint is justified; or

(ii) does not accept that the complaint is justified; or

(b) if it decides that more time is needed to investigate the complaint,—

(i) determine how much additional time is needed; and

(ii) if that additional time is more than 20 working days, inform the consumer of that determination and of the reasons for it.

(8) As soon as practicable after a provider decides whether or not it accepts that a complaint is justified, the provider must inform the consumer of—

(a) the reasons for the decision; and

(b) any actions the provider proposes to take; and

(c) any appeal procedure the provider has in place.

### **If you have an Issue, Concern or Complaint.**

- Most issues can be dealt with quickly if you simply talk to a staff member.
- You can put a note in the 'Have Your Say' Box.
- Write it down – we can find someone to help you with this if you need it.
- You could talk to an Artist Rep if you don't want to talk to a staff member. The list of current reps is on the wall by the kitchen door.
- You can also talk to-
  - Supporting Families, they can arrange a meeting through the "What's working What's Not" Forum.
    - Their Number is 06 3773081.
  - The Health and Disability Commissioner
    - Their Number is 0800 11 22 33

### **Remember that you can bring a support person to any meeting.**

King Street will ensure-

- All written complaints are acknowledged within 5 working days.
- A response to the complaint will occur no later than 10 working days.
- You will be given every opportunity to meet to discuss the problem. (Again you can bring appropriate support to any meetings.)
- That you are clearly informed of the outcome of your complaint.



