

He taonga te kōrero!

Complaints are a gift!

Mana Ātea welcomes feedback about its services; whether they are queries, suggestions, compliments or complaints.

Feedback and complaints have an important role in improving the services that Mana Ātea provides.

You have a right to be heard — and we have an obligation to listen

The whānau who Mana Ātea supports are encouraged to provide feedback and make complaints without fear of negative consequences.

If you make a complaint, you can expect to have it dealt with promptly, thoroughly and respectfully. Mana Ātea will make all reasonable enquiries to ensure that we are aware of all the facts. Treatment of complaints will be fair to all involved parties.

Mana Ātea will also make every effort to protect your privacy and keep any written record of your complaint confidential.

What you should do first — and how we should respond

Most concerns can be resolved by speaking directly to the person concerned. A whānau member or an advocate can help you with this if you feel uncomfortable.

If you don't feel comfortable talking to the person concerned, you can talk to the person's supervisor about your complaint. The supervisor will also inform the complaints manager. Other relevant staff members may be made aware of your complaint if necessary.

What you can do next — and how we should respond

Once the complaints manager has been informed of your complaint, they must respond to you directly within **five working days**.

If you are still not satisfied, the Poumanukura (Managing Director) will formally advise the Board of Mana Ātea, who will delegate one of the Board members to become involved. They will respond to your complaint within **ten working days**.

Where else you can go

If the complaint remains unresolved from your perspective, you are welcome to contact the Health and Disability Commissioner.

Compliments

If we do something you like or something you think we should do more often, please let us know.

FOR COMPLAINTS AND COMPLIMENTS	FOR COMPLAINTS AND YOUR RIGHTS
<p>Phone: 027 201 7678</p> <p>Email: admin@manaatea.nz</p>	<p>Health and Disability Commissioner</p> <p>National Freephone: 0800 11 22 33 Email: hdc@hdc.org.nz Website: www.hdc.org.nz</p> <p>Your Local Advocate</p> <p>Freephone: 0800 55 50 50 Free Fax: 0800 2 SUPPORT / 0800 2787 7678 Email: advocacy@hdc.org.nz Website: www.hdc.org.nz/advocacy</p>