

## Complaints / Concerns Management Policy

### **Aim:**

We are committed to providing the best service and experience available to our Residents, their family/whānau, friends, visitors, support people, employees, volunteers and contractors.

All Residents will be made aware of the complaints policy on their entry to service in a language familiar to them to support equity in complaint management. We will use our best efforts to support ease of accessing and/or discussing any complaint in a way that works best for each individual and their support network / whānau.

**Te Tiriti o Waitangi principles**, including having Māori and whānau at the centre of all discussions as equal partners, will be implemented to resolve complaints and support improvements in systems that affect their care.

Should anyone feel aggrieved, concerned, or have any complaints about any matters arising from the operation of Bethsaida Retirement Village, the complaints procedure is designed to address these issues. We recognise that the filling out of a simple complaints form may feel confrontational so in addition or instead of a form, the complaint can be offered through dialogue / korero with those involved.

We will facilitate the fair, simple and timely resolution of all complaints brought to our attention in a manner that is sensitive to and respects resident's values and beliefs.

### **Procedure for Making a Complaint:**

This policy and following procedures are based on the principles of natural justice and reflect the management of complaints or concerns in accordance with the guidelines described in Right 10 of the Code of Health and Disabilities Services Consumers' Rights. The 'Code of Rights' covers all aspects of the quality services but does not include complaints about which services are or are not provided. The most senior member of our team has the responsibility for complaint resolution.

Any person has the right to complain in any form appropriate to them. This could be verbally; emailed to the Village Manager or supplied on a written complaint form. You may use a support person to make a complaint. Complaints are viewed in a positive light as they are part of risk mitigation and considered an opportunity for service improvement.

We encourage making any complaints about our service to us directly in the first instance and to feel supported in doing so in a way that reflects your cultural preferences. We are committed to investigate and resolve any complaints as soon as possible while involving you in the process and informing you of the findings or outcome of the complaint investigation. Māori processes for complaint resolution (for example, whānau hui) will be implemented for resident who identify at Māori.

### **Address the Complaint to Management in the first instance or:**

1. The individual or individuals who provided the service complained of;
2. Any person authorised to receive complaints (any staff member who will forward these to Management) or email to [manager@bethsaida.co.nz](mailto:manager@bethsaida.co.nz).

3. Any other appropriate person such as an independent advocate or the Health and Disability Commissioner.

**Contact details:**

Health and Disability Advocacy Service for independent advocate support can be contacted by telephoning 0800-555-050 or email [advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)

Health and Disability Commissioner (including Aged Care Commission) can be contacted by telephoning 0800-11-22-33 or emailing [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)

Concerns or complaints regarding the delivery of care and/or breaches of Residents' rights will be dealt with in a sensitive, objective, timely and professional manner. This sensitivity will give consideration and maintain cultural values and beliefs throughout the process where these are known. The Resident and significant others will be supported to feel secure that the Resident will not be adversely affected by exercising their rights to question the service being provided. If anyone feels unable to forward a complaint to us, they have the right to the free Health and Disability Advocacy service at the contact details noted above.

The concept of 'Open Disclosure' will be implemented throughout all interactions with others to ensure transparency and timely communication of relevant information. All complaints will be managed on the basis of Open Disclosure and equity, to ensure transparency and fairness in all aspects of complaint management, investigation, reporting and resolution.

Information bound by the Privacy Act as remaining confidential is respected as such, however the concepts and general information and outcome will be relayed to the complainant. Complainants are advised that we request feedback as to their level of satisfaction with the outcome of the complaint investigation process.

Third party complaints or complaints noted on an informal basis will be 'formalised' for the purposes of ensuring an opportunity for improvement is not lost. All complaints will be discussed at Management meetings including relevant stakeholders (other team members) and included on the complaints register at the time of receiving the complaint.

**Formalising Informal Complaints:**

At times there may be minor annoyances or issues which concern a Resident, their family/whānau or a visitor. In the event any person raises a 'concern' with a staff member, and they do not wish to make a formal complaint, the staff member becoming aware of the 'concern' should log the complaint online in HCSL for inclusion in the complaints register online. Alternatively, a 'quality improvement / corrective action' form may be completed which will ensure the opportunity to improve service is not missed. These should be added to the quality improvement register (Corrective Action Log in GIA+) for evaluation and implementation.

**Investigation:****On receiving a Complaint the Village Manager will:**

1. Acknowledge your complaint in writing within 5 working days including an apology;
2. Investigate your complaint thoroughly, fairly and impartially (this will include the opportunity for whānau hui where relevant);
3. Document the investigation process;
4. Provide you with any relevant information about the complaint.

**Within 10 working days of giving written acknowledgement of your complaint we will:**

1. Decide whether the complaint is justified or not;
2. Advise you if more time is needed to investigate your complaint;
3. If further time is needed we will advise the expected time frame to complete the investigation;
4. If more than 20 working days is required to achieve a satisfactory solution, we will advise the reasons for any delay.

If any complaint is not resolved quickly, we will inform you about the progress of your complaint at least monthly.

**Once we have completed the investigation into any complaint we will advise the complaint (and any appointed advocate) in writing of:**

1. The outcome of the complaint and any resolutions;
2. Reasons for the decision;
3. The appeal process if you are not satisfied with our response or investigation.
4. All complaints are documented fully and all documentation pertaining to the complaint will be kept in the **Complaints Log (online in HCSL)**.
5. Confirmation will be sought from the complainant to verify satisfaction with the outcome of the complaint investigation.

Complaints made anonymously cannot be responded to individually.

**Notifications:**

Te Whatu Ora and HealthCert (Certification agency) will be notified of any Health and Disability Commission (HDC) related complaints or Police investigations relating to Bethsaida Retirement Village within 24 Hours of receiving such a notification. This notification will be made by the Village Manager in writing.

**Staff Related Complaints -**

Process below relates to managing staff related complaints. Please use the '**investigation**' process as noted **in the Adverse Event Management** Policy.

- (1) Where it has not been possible to resolve a concern informally, a formal complaint may be made.
- (2) A formal complaint must be recorded in writing, addressed to the Village Manager. If the complainant prefers not to address the complaint to the Village Manager, it may be addressed to the Managing Director of Bethsaida Retirement Village.
- (3) The complaint must be submitted by the complainant within three months of the occurrence of the event or matter that has given rise to the complaint.
- (4) The Village Manager, or alternatively the Managing Director, will investigate all aspects of the complaint made and take appropriate action. The action taken, if any, will depend on the nature and the focus of the complaint, maintaining a file of all documentation in relation to the issue raised.
- (5) The process of addressing and investigating the complaint may include meetings with people who have knowledge relevant to the complaint, possibly including staff

members, other residents and the complainant. Where meetings are held, the parties may, if they wish, be accompanied by a support person.

- (6) All meeting discussion and aspects of investigations must be fully documented as an accurate record of processes followed, discussions, meetings sought and decisions agreed.
- (7) Any staff member who is a subject of the complaint must receive a copy of the complaint as soon as practicable. A copy of this and the outcome will be retained on the staff member's personnel record.
- (8) A decision on the outcome of the complaint investigation must be made in a timely fashion. The decision will be notified to the complainant. It is acknowledged that whilst the complainant will be notified of the outcome of the investigation into the complaint, it may not be possible or appropriate to fully disclose the actions or consequences of the investigation into the complaint.
- (9) If the complaint is related to operational / organisation policies or procedures, these will be discussed and reviewed as appropriate. The Village Manager is responsible for the overall running of Bethsaida Retirement Village and for ensuring continued improvement.
- (10) Confidentiality will be maintained where possible and appropriate while respecting the values and beliefs of the complainant.

Ensure a record of all Village complaints and investigation processes is submitted to the Statutory Supervisor every 6 months as per RVA requirements.

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<https://www.hdc.org.nz/your-rights/the-code-and-your-rights/your-rights-and-how-to-make-a-complaint-te-reo-maori/>

<https://www.hdc.org.nz/making-a-complaint/make-a-complaint-to-hdc/>

<https://tikatangata.org.nz/resources-and-support/contact-us>

<https://www.psychologytoday.com/nz/blog/5-types-people-who-can-ruin-your-life/201801/calming-upset-people-fast-ear> – 'Empathy, Attention and Respect' model for connecting with complainants to resolve complaints.

*(See: The Code of Health and Disability Services Consumers' Rights 1996, SAE 1 Adverse Event Management Policy; OR 8 Diversity, Equity and Inclusion Policy, CS 14 Clinical Governance Policy, CS 14A Clinical documentation and report writing policy, OR 12 Informed Consent policy, E 4 Admission Agreement, OR 6 Confidentiality and Privacy policy)*

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