

# Client Complaints and Appeals Procedure

## 1. Guiding Principles

Aviva is committed to actively encouraging feedback, responding appropriately to concerns and ensuring that the process for dealing with concerns is accessible and responsive to Aviva clients and stakeholders.

It is well recognised that if problems or concerns that could lead to a complaint are resolved promptly, formal complaints can be avoided. By encouraging and responding early and effectively to problems or concerns, clients can be supported to avoid the additional stress that can be experienced by making a formal complaint. In addition, Aviva recognises that many clients may be unwilling or feel unable to make a formal complaint, in which event the agency's opportunity to hear and learn from client experiences and concerns is reduced.

## 2. Concerns Procedure

If you feel able to you are encouraged to first discuss your concerns with the Aviva staff member that is working with you. The worker will document your concern and seek feedback from their supervisor about how to best proceed. Concerns will be responded to within 7 working days. The supervisor will support the staff member to actively work with you to find a mutually acceptable solution and may, at your request, attend the follow up meeting to support both parties to find a suitable solution.

You are encouraged to bring a support person of your choice to this meeting. Your confidentiality will be maintained at all times and concerns will only be known to the relevant parties involved. If a client does not wish to submit a concern, or have done so and did not, in your view, receive a satisfactory response, then you will be encouraged to proceed to the formal complaints procedure.

Every complaint is taken seriously. Any person using any Aviva service has the right to make a complaint or appeal the actions or decisions of Aviva and its employees. Clients, stakeholders and members of the public are entitled to be heard and have their concerns addressed in ways that will ensure access, equity, fairness, accountability and transparency.

In responding to complaints and other forms of feedback, Aviva will be objective and assure the confidentiality and privacy of personal details for all parties concerned.

Any person making a complaint retains the right to continue to access Aviva services, should they wish to.

Aviva will monitor and analyse complaints regularly to learn from common trends and implement improvements accordingly. Aviva values feedback as an important tool for continually improving our services for clients and monitoring and evaluating stakeholder expectations and experiences.

## 3. Complaints and Appeals Procedure

If you wish to make a complaint about a service you are receiving (or any other Aviva activity you have experienced or observed), or a decision regarding a service you are receiving or have requested, please follow this process:

1. If you feel able to, please first discuss your concerns with the Aviva staff member that is working with you. If you feel unable to do this, or have done so and did not, in your view, receive a satisfactory response, then:

2. Ask to speak to their Manager or, if you prefer, put your complaint in writing and send it to the address below:

Name of Manager  
Aviva  
PO Box 24161  
Christchurch 8642

You can also email your complaint to [enquiries@avivafamilies.org.nz](mailto:enquiries@avivafamilies.org.nz)

4. If you do not wish to receive a response to your complaint please indicate so in your communication. Otherwise, please include a current postal address and telephone where you may be contacted.
5. If you have followed Step 2 and did not, in your view, receive a satisfactory response, please call the CEO on 0800 28482 669 or 03 378 3841 or alternatively send your complaint in writing to:

The CEO  
Aviva  
PO Box 24161  
Christchurch 8642

You can also email your complaint to [nicola@avivafamilies.org.nz](mailto:nicola@avivafamilies.org.nz)

6. If you do not wish to receive a response to your complaint please indicate so in your communication. Otherwise, please include a current postal address and telephone where you may be contacted.
7. Whether you submitted your complaint to an Aviva Manger or directly to the CEO, and subject to your providing contact details, the CEO will offer to meet you to discuss your complaint and listen to your suggestions for resolving it. Based on this discussion, should you agree to it, the CEO will confirm to you, in writing, the process s/he intends to implement to address your complaint. You will be advised when the complaints procedure has been completed. All complaints will be responded to within 10 working days.
8. If your complaint is about the service you have received from Aviva NILS the same process should be followed. However, if you are unhappy with the NILS Microfinance Worker's response, you may also send your complaint to, or ask to speak to a representative of the NILS Committee of Management. All other aspects of your complaint will be handled as stated above. Your complaint and its outcome will also be forwarded (in a confidential manner that does not disclose your identify) to Good Shepherd Microfinance NILS Quality and Development Officer.
9. If you wish to make a complaint about the CEO of Aviva, or are unhappy with the CEO's response to your complaint, please send your complaint in writing to:

Aviva Chairperson  
Board of Trustees  
PO Box 24161  
Christchurch 8642

Alternatively, you can call and ask for an appointment to meet the Chairperson on 03 378 3847 or 0800 28482 669.

9. Many of Aviva's employees are members of professional associations such as Aotearoa New Zealand Association of Social Workers and New Zealand Association of Councillors. These bodies also have complaints procedures. Further information about how to make a complaint is available on their websites:

<http://anzasw.org.nz/about/topics/show/64-making-a-complaint>  
[http://www.nzac.org.nz/complaints\\_process.cfm](http://www.nzac.org.nz/complaints_process.cfm)

10. The Human Rights Commission offers a free, informal enquiries and complaints service to deal with discrimination and racial and sexual harassment issues. Discrimination happens when a person is treated unfairly or less favorably than others in similar circumstances.

If you think you have faced discrimination, you can make a complaint to the Human Rights Commission. We can help with advice and information and, if necessary, mediating your complaint.

<http://www.hrc.co.nz/enquiries-and-complaints/>

Tel: 0800 496 877 / 093773593

Email: [infoline@hrc.co.nz](mailto:infoline@hrc.co.nz)

Aviva acknowledges that there may be a financial cost to the client in submitting a concern or complaint and will consider a request for reimbursement for associated costs such as travel on a case by case basis. This excludes all and any associated legal costs.

## Policy Documents

- Code of Conduct

## Practice Documents

### Appendix

A-45 Aviva Complaints Procedure

A-46 Aviva Concerns Procedure

P-1 Aviva Respect the Child

## References

### Legislation

Children Young Persons and their Families Act (Section 15)

Privacy Act 1993

Domestic Violence Act Amendment 2016

Care of the Child Act 2004

Vulnerable Children's Act 2014

Health and Safety at Work Act 2015

Aotearoa New Zealand Association of Social Workers Complaints Procedure

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