

Policy Facilitator: Community and Service Development Manager	Issue date: August 2016 Review date: July 2017	Standard(s): 3;11;14;16 Version no: 3
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C38

## Aviva

### Client Complaints Procedure and Confidentiality Clause

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**Complaints Procedure and Confidentiality Clause:** 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 other stakeholders.

It is 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 and other stakeholders can be supported to avoid the additional stress that can be experienced by making a formal complaint. In addition, Aviva recognises that many clients or other stakeholders may be unwilling or feel unable to make a formal complaint, in which event the agency's opportunity to hear and learn from their experiences and concerns is reduced.

#### 1. 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 or has been your point of contact. The worker will document your concern and seek feedback from their supervisor about how to best proceed. Concerns will be responded to within seven 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 or other stakeholder does not wish to submit a concern, or has done so and did not, in your view, receive a satisfactory response, then you will be encouraged to proceed to the formal complaints procedure outlined in point 2.

If you feel unable to discuss your concerns with the Aviva staff member that is working with you or has been your point of contact (and we certainly recognise that this can sometimes be difficult), or have done so and did not, in your view, receive a satisfactory response, then please ask to speak to their Manager. Alternatively, you can call the Aviva helpline and ask for the name and contact details of your worker's manager if you'd prefer.

#### 2. Complaints Procedure

If you prefer, or if you feel you have not received an adequate response using the above outlined concerns procedures, you can submit a formal complaint in writing and send it to the address below:

Operations Manager  
Aviva  
PO Box 24161  
Christchurch 8642

You can also email your complaint to [enquiries@avivafamilies.org.nz](mailto:enquiries@avivafamilies.org.nz) or call 0800 2848 2669

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 number so that can be contacted.

#### 3. If you have followed Step 2 and did not, in your view, receive a satisfactory response, please 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)

#### 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 number where you may be contacted.

5. Whether you submitted your complaint to an Aviva Manger or directly to the CEO, and subject to your providing contact details, the relevant person will offer to meet with you to discuss your complaint and explore ideas with you 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. 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 Governance  
PO Box 24161  
Christchurch 8642

Alternatively, you can call the Board Secretary and ask for an appointment to meet the Chairperson on 03 378 3840 or 0800 28482 669.

8. 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)

## Confidentiality

Your file is located in a locked filing cabinet. The information is also held on our secure database and contributes to the provision of the agency's statistical information, required by our funders, including government and charitable trusts. **Your name is not attached to any statistical information and cannot in any way identify you by using your date of birth or address details.**

You have the right to request to view and/or photocopy your file at any time. To do this, please discuss with your service worker and they will organise a date and time for you to view the file.

The Ministry of Social Development and the Ministry of Justice audit our files annually; this means they randomly look at files confidentially to ensure that we are providing a professional service in accordance with required standards of practice. Your file may be selected by a government department for the purpose of this audit process. We are also requested to provide information to other funders as part of their funding agreement with Aviva. This may include providing feedback on trends, narratives and issues along with statistics; this information is fully anonymised. Aviva also participates in research that aims to improve our services and understand the needs of our clients better; we would like to share your anonymised information with researchers. If you are happy for us to share your anonymised information with researchers please tick the statement below.

I give permission for anonymised information about me to be used by other agencies and researchers for the purpose of monitoring and research. .

Aviva cares passionately about your and other people's safety. Therefore, there are occasions when a worker may feel it necessary to make contact with the Police, Child, Youth and Family, a mental health provider; or other social service agency to assure your safety or that of someone else, we will endeavour to discuss this with you in advance. However, where it is considered not in your interests to discuss it because of your own, or someone else's, safety, we will make appropriate referrals without your knowledge.

**Section 6 of the Children Young Person's and their Families Act 1989 states that: "the welfare and interests of the child and young person shall be the first and paramount consideration." Aviva believes that effective service delivery to children is only achieved by an effective service for the whole of the family.**

Client Signature:

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Staff signature:

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