

Policy Facilitator: Director of Operations	Issue Date: November 2013	CYF Standard 11
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Standard 11: Client Complaints and Appeals Procedure

1. Guiding Principles

Aviva is committed to actively encouraging feedback, responding appropriately to complaints and ensuring that the complaint handling process is accessible and responsive to Aviva clients and stakeholders.

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.

2. Complaints and Appeals Procedure

If you have a concern or 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 32034
 Christchurch 8147

You can also email your complaint to enquiries@avivafamilies.org.nz

3. 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.
4. 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 32034
 Christchurch 8147

You can also email your complaint to nicola@avivafamilies.org.nz

5. 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.
6. 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.

7. If your complaint is about the service you have received from Aviva NLS the same process should be followed. However, if you are unhappy with the NLS Microfinance Worker's response, you may also send your complaint to, or ask to speak to a representative of the NLS 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 identity) to Good Shepherd Microfinance NLS Quality and Development Officer.
8. 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 32034
Christchurch 8147

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

Policy Documents

- Code of Conduct

Practice Documents

Appendix

A-45 Aviva Complaints Procedure
A-46 Aviva Concerns Procedure
P-1 Aviva Respect the Child
C-3.1 Welcome to Rose House

References

Legislation

Children Young Persons and their Families Act (Section 15)
Privacy Act 1993
Domestic Violence Act 1995
Care of the Child Act 2004
Health and Safety Employment Act 1992
Aotearoa New Zealand Association of Social Workers
Complaints Procedure

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