



Te Kahui Atawhai O Te Motu Inc

478 Anglesea Street, P O Box 573, Hamilton

Phone: (07) 839 – 0911, Fax (07) 839 – 0511

COMPLAINTS PROCEDURE

Complaints will be investigated within 48 hours of notification by the Chairperson of the Executive, including but not limited to an independent person not connected with Te Kahui Atawhai O Te Motu Inc.

Step One:

An action plan addressing the issues of the complaint will be undertaken to resolve the matter and the persons or organizations involved in the complaint will be informed of the plan prior to any investigation.

Step Two:

On completion of the investigation the organization or person will be advised in writing the outcome and findings of the investigation within 10 days

Step Three:

The person or organization will have a 90 day process of appeal.

Step Four

If the person or organization is still dissatisfied with the outcome you may meet with the independent person to discuss matters further or take the complaint to the following:

Vivian Fairbrother
Iwi Contracts Manager
CYFS Vero House
Hamilton Private Bag 3222
HAMILTON

Elizabeth Marsden
Iwi National Contracts Manager
Level 5 Vero House
Private Bag 3222
HAMILTON

Human Rights Commission
P O Box 6751
Wellesley Street
AUCKLAND