



New Zealand UPP Club

Complaint Policy

Purpose

To ensure that people are able to complain to UP Club when necessary and to ensure that any such complaint be dealt with appropriately and in a timely manner.

Policies

Complaints may be made by staff, UP club members, their families/whanu and external parties. These shall be dealt with seriously, fairly, confidentially, and as positively as possible in a timely manner.

Complaints shall be used as an opportunity to review and improve UP Club services.

Complaints shall be treated with respect.

Information shall be available to staff and members and their families about how to make a complaint.

Procedure for registering a complaint

- People may make a verbal or written complaint about a staff member or to a staff member at any time. The UP Clubs complaints form may be used. This form can be accessed from the programme coordinator, management team committee members, or the UP Club policies and procedures folder.
- If a complaint is given verbally, the staff member shall record the complaint in writing on the complaints form, and attach any written material provided by the person making the complaint. This staff member shall check with the complainant that what is recorded on the complaints form is accurate record of their complaint. If possible the complainant should sign the complaints form.
- The Youth worker shall inform management and programme Coordinator, committee members of the complaint as soon as is practical.