

Client Complaints Policy

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Principles & Purpose

To ensure that we are committed to taking problems seriously, with respect, compassion and confidentiality in a culturally appropriate and mana enhancing way. We pride ourselves in getting everything right so it is very important to us that if someone has an issue, we do our best to resolve it and – wherever possible - use it as an opportunity to learn and to improve our services.

Where Empowerment Trust NZ staff believe that a child (aged under 17) has been, or is likely to be, harmed (physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived, they will follow the Child Protection Policy.

Your Rights as an Empowerment Trust Client

You have the right:

- to be treated with courtesy, confidentiality, respect and fairness at all times.
- to provide feedback or raise a complaint if you are unhappy in any way.
- to seek independent advice or assistance if you are not satisfied with Empowerment Trust 's resolution of your complaint.
- If for any reason you are unhappy with the service or experience you have received from Empowerment Trust, please let us know so that we can remedy the situation.

Raising a Complaint or Providing Feedback to Empowerment Trust

All complaints will be dealt with by National Executive Director

- Call us: 03-543 2669 or 0800 KID POW
- Email us: newzealand@kidpower.org.nz
- Write to us:
Empowerment Trust Complaints and Feedback
206 George Harvey Rd, RD1, Upper Moutere, Nelson

Alternatively, Empowerment Trust staff can assist you in completing your complaint and ensure you are put in touch with National Executive Director to manage and resolve your complaint.

1. What happens if you raise a complaint?

- a. If you have called Empowerment Trust to raise a complaint, where possible, your complaint will be resolved there and then. If further investigation is required, we will advise you of an expected resolution time. We will send you a copy of your CCF
- b. If you raise a complaint by email, fax or letter, it will be acknowledged within 5 working days from when we receive it. We may need to contact you to further understand your complaint or to obtain additional details.
- c. Your complaint, once received, will be forwarded to the National Executive Director for review and to determine next steps.
- d. National Executive Director will keep you informed of progress and the expected resolution timeframe, or if the problem is of a very complex nature and will exceed the initial resolution estimation.

2. Further assistance

In addition, you may also seek advice or assistance from:

- The Disputes Tribunal
- The Privacy Commissioner (for privacy issues)
- The Commerce Commission (for fair trading issues)
- The Ministry of Consumer Affairs
- The Citizens Advice Bureau

Approver: Empowerment Trust Board Review: National Executive Director	Fiona Bryan NED	Dean Kelly Chairperson
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Owner: National Executive Director Review: 2022		
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