

## CS-18 Aviva Complaints Policy and Procedure



### 1. Purpose

1.1	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 Whai Ora, Kaimahi, and other stakeholders.
1.2	Aviva recognises that many Whai Ora, Kaimahi or 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, we therefore encourage parties to engage with us to allow the agency opportunity to improve systems and provide a more acceptable or appropriate service.
1.3	We recognise 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, Whai Ora, Kaimahi and other stakeholders can be supported to avoid the additional stress that can be experienced by making a formal complaint.

### 2. Scope

2.1	This policy applies to Aviva Kaimahi (staff member, worker), stakeholders, Whai Ora, visitors and whānau and other agencies that may wish to register a concern or complaint.
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### 3. Procedure

3.1	<b>Concerns Procedure – Step 1</b>
3.1.1	<p>If you feel able to, you are encouraged to first discuss your concerns with the Aviva Kaimahi that is working with you or has been your point of contact, or for Aviva Kaimahi please discuss this with your Line Manager.</p> <p>The Kaimahi or Manager will document your concern and seek feedback from their manager about how to best proceed. All potential whai ora concerns or complaints must be emailed to the Privacy Officer/GM Operations at the earliest possible moment. These details are held in a confidential locked file only accessible by the Privacy Officer and Operations Administrator.</p> <p>Concerns will be responded to within seven working days. The manager will support the Kaimahi 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.</p>
3.1.2	You are encouraged to bring a support person (of your choice) to this meeting. Your privacy and confidentiality will be maintained at all times and concerns will only be known to relevant parties.

	3.1.3	If a Whai Ora, Kaimahi member 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 complaint's procedure outlined in Step 2
3.2		<b>Complaints Procedure – Step 2</b>
	3.2.1	If you (whai ora) feel unable to discuss your concerns with the Aviva Kaimahi 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 you did not, in your view, receive a satisfactory response, then please ask to speak to their manager.
	3.2.2	<p>You can email your complaint to <a href="mailto:privacy@aviva.org.nz">privacy@aviva.org.nz</a>, or call 0800 2848 2669 to contact the General Manager - Operations.</p> <p>More information can be found on the Aviva website under <a href="#">Policies and Procedures</a></p>
	3.2.3	For Aviva Kaimahi, any queries/concerns regarding other Kaimahi should first be discussed with your line manager, Client Service Manager, a General Manager or the external HR Consultant.
	3.2.4	<p>Any concerns or complaints regarding a General Manager can be directed to:</p> <ol style="list-style-type: none"> <li>1. External HR consultant - email at <a href="mailto:leah@yellowconsulting.co.nz">leah@yellowconsulting.co.nz</a> or <a href="mailto:support@yellowconsulting.co.nz">support@yellowconsulting.co.nz</a>.</li> </ol> <p>Queries and concerns will then be transferred to the Board Chair for response.</p> <ol style="list-style-type: none"> <li>2. Or directly to the Board chairs. Please request email addresses from one of the Executive Assistants.</li> </ol>
	3.2.5	If you (whai ora) do not wish to receive a response to your complaint, please indicate so in your communication. Otherwise, please include contact information (current postal address, email address and telephone number) so that you can be contacted.
	3.2.6	<p>Whether you submitted your complaint to an Aviva Manager, General Manager, or the External HR Consultant, and subject to your providing contact details, the relevant person may offer to meet with you or will contact you to discuss your complaint and explore ideas with you for resolving it.</p> <p>If following a discussion with the General Manager, Operations/Privacy Officer or a Board Representative, based on this discussion, should you agree to it, the Aviva Representative will confirm in writing the process they intend to implement to address your complaint.</p> <p>You will be advised when the complaints procedure has been completed. All complaints will be responded to, and an attempt made to, resolve the matter within 20 working days.</p>

3.3	<b>Formal Complaints Procedure – Step 3</b>	
	3.3.1	<p>Many of Aviva’s Kaimahi are members of professional associations such as Aotearoa New Zealand Association of Social Workers (ANZASW) and New Zealand Association of Counsellors (NZAC). These bodies also have complaints procedures. If the person involved is a member of these associations, further information about how to make a complaint is available on their websites:</p> <ul style="list-style-type: none"> <li>• <a href="#">Complaints Process - NZAC</a></li> <li>• <a href="#">Concerns and complaints   Social Workers Registration Board (swrb.govt.nz)</a></li> <li>• <a href="#">Complaints - Te Kāhui Kāhu</a></li> </ul> <p>If the Kaimahi is a member of ANZASW then you can also make a complaint directly to them by writing to the:</p> <p style="text-align: center;">Chief Executive ANZASW PO Box 16428 Hornby Christchurch 8441</p>

#### 4. Policy Amendments

4.1	Aviva reserves the right to change or replace this policy at any time.
4.2	Where there is a dispute with regards to the interpretation of this policy or any part thereof, Aviva reserves the right to clarify the intention and meaning of this policy.
4.3	The clarification as provided by the organisation, will be seen as the final decision on the interpretation of this policy.

#### 5. Disclaimer

5.1	This document has been developed by Aviva specifically for its own use. Use of this document and any reliance on the information contained therein by any third party is at their own risk and Aviva assumes no responsibility whatsoever.
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#### 6. Related Aviva Policies, Procedures and Forms

6.1	<a href="#">HR-9. Aviva Privacy Policy</a>
6.2	<a href="#">HP-1. Aviva Standards of Practice</a>

#### 7. Legislation

7.1	<a href="#">Privacy Act 2020</a>
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