

# Complaints Policy

Hospital Play Specialists Association of Aotearoa/NZ (HPSAANZ) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at HPSAANZ knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

## Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of HPSAANZ including its executive members and officers, Registration Council members, administration staff and co-opted or working party members.

## Where Complaints Come From

Complaints may come from members or any person or organisation who has a legitimate interest in HPSAANZ.

A complaint can be received by email or in writing.

This policy does not cover complaints from staff, who should use the process outlined in their individual employment contract.

## Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Responsibility

Overall responsibility for this policy and its implementation lies with the HPSAANZ executive members.

## Review

This policy is reviewed regularly and updated as required.

## Publicised Contact Details for Complaints:

Complaints must be made in writing.

Written complaints may be sent to HPSAANZ at P.O. Box 26637, Auckland 1344 or by e-mail at [info@hospitalplay.org.nz](mailto:info@hospitalplay.org.nz).

## Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

The person who receives a phone or in person complaint should:

- Tell the complainant that there is a complaints policy
- Ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

## **Stage One**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

- Whether or not the complaint has been resolved, the complaint information should be passed to HPSAANZ secretary within one week.
- On receiving the complaint, the HPSAANZ secretary records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.
- If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
- Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.
- Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

## **Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Executive level. At this stage, the complaint will be passed to the President of HPSAANZ.

- The request for Executive level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
- The President may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.
- If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
- The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
- Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
- The decision taken at this stage is final, unless the Executive decides it is appropriate to seek external assistance with resolution.

## **Variation of the Complaints Procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the President should not also have the President as the person leading a Stage Two review.

## **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.