

**Want to tell us about our service?**



**This information tells you how you can give us feedback or make a complaint**

**Easy Read**

**2015**

**CCS Disability Action** want to hear what you have to say about our services.

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Hearing about what we are doing well helps us keep doing good work.



Hearing about what we are **not** doing well helps us make changes to services to make them better for you.

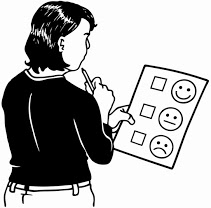
**There are different ways you can tell us what you think about our services:**

* talking to a staff person

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* emailing or writing to the General Manager.

**Anyone can contact us to tell us:**

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* what they think is working well
* what is worrying them about the service
* what they are not happy about.

**This book will tell you about:**

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* how to make a complaint if you are not happy about a service at **CCS Disability Action**

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* your rights.

**How to make a complaint to**

**CCS Disability Action**

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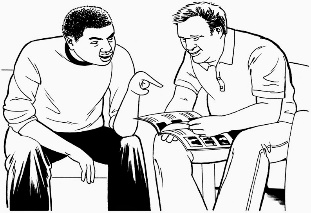
**CCS Disability Action** supports people to speak up when they are not happy.

****We will help you speak up in a way that you choose.

You can have people support you when you make a complaint.

People that could help you are:



* support people
* advocates
* ****interpreters
* ****your family
* your friends.

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You can talk or write to your **CCS Disability Action** Service Leader or General Manager.

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If you are still not happy after your complaint has been dealt with you can talk or write to:

* Health and Disability Commissioner



* Human Rights Commission.



**The contact details for these**

**places are on Page 14**

**What does CCS Disability Action do when you make a complaint?**

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**CCS Disability Action** will:

* write down your complaint



* get back to you within **5 days** of you making the complaint.

When we look at your complaint we follow:



* the Code of Health and Disability Services Consumers’ Rights
* **CCS Disability Action’s** Human Resources guidelines.

After **10 days** CCS Disability Action will tell you:

* ****what is going to happen because of your complaint
* if we need more time to sort out the complaint.



**If we need more than 10 working days** to sort out your complaint we will tell you.

****When we make a decision about your complaint we will:

* tell you why we made the decision
* what changes we are going to make because of your complaint
* what you can do if you are not happy with the decision we have made.



**We take your rights seriously.**

We will always try to:

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* be fair
* keep things easy
* work quickly.

**Your rights**

You have the right to:

* have your complaint and what happened from it kept in **CCS Disability Action’s** files
* ****get all the information about the complaint in a way that you can understand and that suits you
* to have a support person at all times

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* to contact the Health and Disability Commissioner about your complaint
* ****to have an independent advocate through the Health and Disability Commissioner Act 1994
* to be treated with respect
* for your complaint to be kept private



* to be told what is happening with your complaint every 15 working days.

**How to contact CCS Disability Action**

**You can contact us here:**

**National Office:**

Level 3 Orbit Systems House,

94 Dixon St, Wellington 6011

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**Post to:**

PO Box 6349,

Wellington 6141

**Phone:**

04 801 0854

**Or** 0800 227 2255 **(free to call)**

**Fax:**

04 382 9353

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**Email:** info@ccsDisabilityAction.org.nz

**Other places you can get support to make a complaint**

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**Health and Disability Advocacy Service**

**Phone:** 0800 555 050 **(free to call)**



**Health and Disability Commissioner**

**Phone:** 0800 11 22 33 **(free to call)**

**Website:** www.hdc.org.nz

**Post:**

PO Box 1791

Auckland 1140

**Human Rights Commissioner**

**Phone:** 0800 496 877 **(free to call)**

[logo-desktop.png](https://www.privacy.org.nz/)**Privacy Commissioner**

**Phone:** 0800 803 909 **(free to call)**



This information has been translated into Easy Read

by People First New Zealand Inc.- Nga Tangata Tuatahi



