



Concerns, complaints and compliments

Ngā āwangawanga
me ngā amuamu a
haapoupouraa

Having your say on our services.



CCS
disability action
Including all people



Your options

Ngā kōwhiringa mōu

CCS DISABILITY ACTION will support you to express your concerns and complaints in ways that suit you.

You can talk with or write to the Team Leader/ General Manager. They must respond within five working days in writing.

Or

Get a support person, interpreter or advocate involved.

Or

Talk with or write to the Health and Disability Commissioner or Human Rights Commission (if relevant).



Our procedures Ngā kawa e haere ake nei

COMPLAINTS WILL BE recorded and acknowledged within five working days of writing.

When we investigate a concern or complaint we follow the Code of Health and Disability Services Consumers' Rights and our Human Resources guidelines.

Within 10 working days of acknowledgement we must notify you of the outcome of the complaint or decide we need more time to consider the complaint.

If we need more than 10 working days of additional time, we will contact you.

When we make a decision, we will tell you the reason for our decision, what actions we are taking and what your options are for appealing the decision.

We will always endeavour to resolve a concern or complaint fairly, simply, and as quickly as possible. We take your rights seriously.





Your rights

Tōu ake mana

YOU HAVE THE right to have your complaint and our actions in response to your complaint documented.

- You have the right to have all relevant information to the complaint made available to you in a format that suits you.
- You have the right to have a support person present during any meeting relating to the complaint.
- You have the right to an independent advocate provided under the Health and Disability Commissioner Act 1994.
- You have the right to contact the Health and Disability Commissioner about your complaint.
- You have the right to be treated with respect and dignity.
- You have the right for your complaint to be treated confidentially.
- You have the right to be updated on the progress of your complaint at least every 15 working days.

Hearing about what we do well and what we need to change helps ensure our efforts are of direct benefit to the people we support.

About us

Mō mātou

WE VALUE YOUR feedback about CCS Disability Action.

Hearing about what we do well and what we need to change helps ensure our efforts are of direct benefit to the people we support.

You can express a compliment, concern or complaint by talking with a staff member at CCS Disability Action, by writing a letter or by email to the General Manager.

Anyone can express a compliment, concern or complaint — friends, family, external agencies, advocates, and individuals.

Support From Other Agencies

If you need any other external support, please contact:

Health and Disabilities Commissioner

 0800 112 233

 www.hdc.org.nz

Health and Disability Advocacy Service

 0800 555 050

Human Rights Commissioner

 0800 496 877

 www.hrc.co.nz

Privacy Commissioner

 0800 803 909

 www.privacy.org.nz


Contact details

Whakapā mai

YOU CAN CONTACT a Team Leader or our General Manager at our branch office.

 0800 227 200

 info@ccsDisabilityAction.org.nz

 Level 3 Orbit Systems House,
94 Dixon St, Wellington 6011

 PO Box 6349, Wellington 6141

 www.Facebook.com/ccsDisabilityAction

 www.Twitter.com/ccsDisabilityA

 www.ccsDisabilityAction.org.nz



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