

InsideOUT Complaints Handling Policy

InsideOUT welcomes feedback and will react constructively to complaints from the people it works with, including young people, supporters, the general public, official bodies and partners.

This Policy solely deals with external grievances. Internal issues and grievances made by staff are dealt with in discussion with line managers and in accordance with the Employment/Human Resources Policy.

What complaints are considered?

InsideOUT will receive and respond to all complaints irrespective of who makes them or the nature or subject of the complaint.

Complaints of a more complex and significant nature that require acknowledgement, initial assessment and investigation may require remedial action (e.g. a change to the way in which we operate, manage staff or volunteers or even the involvement of regulatory/enforcement authorities). These complaints will be undertaken in line with the Complaints Handling Procedures detailed in this Policy.

Principles

The following principles will guide InsideOUT in the handling of complaints:

- We recognise the importance and value of listening and responding to concerns and complaints
- The feedback and complaints handling process is as effective, safe, confidential and accessible to all stakeholders as possible, irrespective of their status or background and without prejudice to their future participation
- **Visibility:** Information about the process for making a complaint will be clear and well publicised.
- **Accessibility:** The complaints handling process is easily accessible to all stakeholders. InsideOUT will ensure that flexibility is provided to complainants to ring, write and e-mail complaints and/or to raise concerns in person.
- **Fairness:** All complaints are addressed in a fair and equitable, objective and unbiased manner throughout the complaints handling process. Issues of conflict of interest will be identified to ensure objectivity.

- **Confidentiality:** Confidentiality relating to the complaint will be safeguarded so far as reasonably practicable including the person(s) to whom the complaint is addressed.
- **Responsiveness:** All complaints and constructive feedback will be taken seriously and handled as swiftly as practicable. All complainants will be treated courteously and kept updated on the progress of their complaint through the complaints-handling process.

Standards

InsideOUT's handling of complaints will meet the following minimum standards:

- All complaints will be acknowledged as soon as possible, and ideally within **five working days** by the recipient. All complainants will receive a copy of our policy.
- All complainants will receive a response giving the outcome of their complaint as soon as possible and ideally within **thirty working days** of receipt. If the matter is more complex a further acknowledgement will be sent explaining what further investigation is required to resolve the complaint and the likely time-frame.
- All complainants will be treated respectfully, whether it is felt the complaint is justified or not.

Complaints Handling Procedures

This Policy will be implemented using the following procedures:

InsideOUT's Complaints Handling Policy, specifically highlighting the following central points for all complaints, is publicised on InsideOUT's website.

General complaints about any aspect of InsideOUT and its work should be sent to the e-mail address: hello@insideout.org.nz

Complaints about the Managing Director should be sent to the Chair of the Board board@insideout.org.nz

- InsideOUT will respond to a complaint in the following way:
 - Confirming with the complainant the nature and content of the complaint, and ensuring InsideOUT is the appropriate body to deal with it;
 - Where possible, receiving the complaint in writing;

- Applying natural justice principles, ensure that any person who is the subject of the complaint has the opportunity to respond;
 - After collecting relevant information, InsideOUT will respond to the complaint and attempt to resolve it informally with the complainant.
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- if the complaint cannot be resolved informally, a complainant will be advised:
 - of any appropriate body, external to InsideOUT, which has the ability to deal with the complaint (such as the Privacy Commissioner or Human Rights Commission); and/or
 - where appropriate, the assistance of an external facilitator, agreed between the parties, will be asked to assist the parties to resolve the complaint.