

## Concerns and Complaints Procedure

The Loft welcome concerns and complaints at all times, as a way to help us improve our services.

The Loft formal Complaints Policy is intended to support and advise:

- individuals who are or have accessed The Loft's services
- members of the public and/or other organisations associated with The Loft's business and/or operations.

Where possible, we encourage you to discuss your concerns with the staff member you are working with or who has been your point of contact.

Your confidentiality will be maintained at all times and concerns will only be known to the relevant people and organisations involved.

### What to do if you have a concern about The Loft.

Who/what is your concern about?

**An individual agency working from The Loft**



The individual agency will respond in accordance with its own concerns and complaints policy.

You can ask the agency for a copy of its concerns and complaints process at any time.

**The Loft**



A representative of The Loft will respond to your concern within five working days and actively work with you to find a mutually acceptable solution.

You may request The Loft representative attends any follow-up meeting and you are encouraged to bring a support person of your choice. This could be a family member, friend, colleague or someone from an agency that is supporting you.



If you feel unable to discuss your concerns with the staff member you are working with or who has been your point of contact (and we certainly recognise that this can sometimes be difficult), or have done so and did not, in your view, receive a satisfactory response, then please ask to speak to their manager. The staff member you are working with will tell you who this is.

## What to do if you want to raise a formal complaint about The Loft.

Who/what is your complaint about?

*An individual agency working from The Loft*



The individual agency will respond in accordance with its own concerns and complaints policy.

You can ask the agency for a copy of its concerns and complaints process at any time.

*The Loft*



You can submit a formal complaint in writing. If you need support to do this you could ask a family member, friend, colleague or someone from an agency that is supporting you.

If you want to receive a written response from The Loft, please include a current postal address or telephone number where it's ok for us to contact you.

All complaints to The Loft will be responded to within 10 working days.

The Loft Manager  
The Loft  
C/- PO Box 32034  
Christchurch 8147

manager@theloftchristchurch.org.nz



If you feel your complaint about The Loft has not been addressed satisfactorily you can contact the Lessor of The Loft:

The CEO  
Aviva  
PO Box 32034  
Christchurch 8147

Aviva Chairperson  
Board of Governance  
PO Box 32034  
Christchurch 8147

nicola@avivafamilies.org.nz

Or call the Board Secretary for an appointment to meet the Chairperson on:  
03 378 3840 or 0800 28482 669.

Many of The Loft employees are registered social workers, or members of professional associations such as Aotearoa New Zealand Association of Social Workers and New Zealand Association of Councillors. These bodies also have complaints procedures available on their websites:

<http://anzasw.org.nz/about/topics/show/64-making-a-complaint>

[http://www.nzac.org.nz/complaints\\_process.cfm](http://www.nzac.org.nz/complaints_process.cfm)

<http://www.swrb.govt.nz>