

Complaints Policy

A complaint is an expression of dissatisfaction about Renaissance services, employees or contractor's performance.

Policy

- Renaissance will acknowledge receipt of complaints within **two working days** in writing.
- Renaissance will notify Renaissance's insurer of any complaint which may give rise to a claim.
- Renaissance will investigate complaints and take action where appropriate.
- Renaissance will advise the complainant of the preliminary findings of the investigation with **seven working days**.
- Renaissance will advise the complainant of the final outcome of investigations when completed.

Procedure

Should you have a complaint against Renaissance:

1. Refer the complaint to the Service Manager.
2. The Service Manager will advise the Chief Executive Officer of the complaint
3. The Service Manager will log the complaint.
4. The Service Manager assesses the complaint and sets a deadline for the investigation report. The Finance Manager immediately notifies Renaissance insurer of any complaint which may give rise to a claim.
5. The Service Manager advises the complainant the complaint is being investigated and ensures they are aware of their Rights and the availability of Advocacy Services and how to contact them.
6. The person investigating complaint provides a written report of the outcome of the complaint to the Service Management Team.
7. The Service Manager works with the Investigator to decide appropriate action.
8. The Service Manager records the outcome of the complaint investigation.
9. The Service Manager advises the complainant of the outcome of the complaint investigation.

10. The Service Manager advises the Chief Executive Officer of the outcome.

Note: Where a third party has made the complaint on behalf of the complainant, Renaissance must adhere to the Privacy Act 1993. Disclosure of personal information requires authorisation by the individual concerned. If there is any doubt about authorisation, and personal information is involved, the Service Manager will advise the complainant the complaint has been received and advise the complainant the complaint is being investigated. The Service Manager will then advise the complainant of the outcome of the complaint investigation and advise the complainant that the complainant has been told of the outcome of the complaint investigation.

Appeals Process

An appeal is a request for a review of a part or the whole of the service provided by Renaissance Group.

- Renaissance will acknowledge receipt of appeals. (ref point 1)
- Renaissance will screen out or resolve through discussion, any appeals arising through misunderstanding.
- Renaissance will arrange a review of the service using Service Coordinators or employees not involved in the previous review.
- If the complainant remains dissatisfied, the Service Manager will review all documentation on the complaint and make a decision on the appeal.
- Renaissance will advise complainants of the outcomes of appeals.

Should an individual request a review of a part or the whole of a Renaissance service:

1. Refer the request to the Service Manager.
2. The Service Manager advises the Chief Executive Officer of the appeal application.
3. The Service Manager logs the appeal.
4. The Service Manager assesses the appeal, arranges a further review using Service Coordinators or employees not involved in the previous review.
5. The Service Manager advises the complainant their request has been granted.
6. The Service Coordinator or employees involved in the review, report their findings to the Service Manager.
7. The Service Manager records the outcome of the appeal.

8. The Service Manager advises the complainant of the outcome of the appeal.
9. If the complainant remains dissatisfied, the Service Manager will review all documentation on the complaint and make a decision on the appeal.
10. If the complainant remains dissatisfied, the complainant is informed that they may appeal to the Ministry of Health Auckland or approach the Nationwide Health and Disability Advocacy Service

Nationwide Health and Disability Advocacy Service

The Nationwide Health and Disability Advocacy Service is a free service that operates independently from all health and disability service providers and agencies. If as a client you want to know more about your rights when using health or disability services, get questions answered, or talk through your options for making a complaint, you can call the service on **0800 555 050**

The role of the advocate from the Nationwide Health and Disability Advocacy Service in complaint resolution is to assist consumers to identify what is needed to achieve resolution, and then to support them in their chosen actions. Advocates are not investigators or mediators, nor do they make decisions on whether there has been a breach of the Code. The advocate and the complainant will usually wish to meet with the Chief Executive Officer and Service Manager to resolve the complaint.

Renaissance will work with the complainant and their advocate to resolve complaints. As with all complaints and appeals, Renaissance will respond promptly and facilitate the process of discussion and resolution.

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