



Complaints Policy

A complaint is an expression of dissatisfaction about Renaissance services, employees or contractor's performance. You can complain about any service or support provided by Renaissance Group or about a breach of rights, this includes:

- Quality and standard of support and service
- Provision of information and communication
- Rights not respected
- Financial abuse or any other form of abuse

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.
- 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 within ten working days.

Procedure

Should you have a complaint against Renaissance:

1. Refer the complaint to the General Manager - Services.
2. The General Manager - Services will advise the Chief Executive Officer of the complaint
3. The General Manager - Services will log the complaint.
4. The General Manager - Services 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 General Manager - Services 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 General Manager - Services works with the Investigator to decide appropriate action.
 8. The General Manager - Services records the outcome of the complaint investigation.
 9. The General Manager - Services advises the complainant of the outcome of the complaint investigation.
 10. The General Manager - Services advises the Chief Executive Officer of the outcome.

Renaissance Groups will treat a complaint seriously and try to resolve it quickly and fairly. If the issue cannot be resolved within the time frames in this policy we will keep you informed about our intentions and about how long the process will take beyond the ten working days.

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 General Manager - Services will advise the complainant the complaint has been received and advise the complainant the complaint is being investigated. The General Manager - Services 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 General Manager - Services 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 General Manager - Services.
2. The General Manager - Services advises the Chief Executive Officer of the appeal application.
3. The General Manager - Services logs the appeal.
4. The General Manager - Services assesses the appeal, arranges a further review using Service Coordinators or employees not involved in the previous review.
5. The General Manager - Services advises the complainant their request has been granted.
6. The Service Coordinator or employees involved in the review, report their findings to the General Manager - Services.
7. The General Manager - Services records the outcome of the appeal.
8. The General Manager - Services advises the complainant of the outcome of the appeal.
9. If the complainant remains dissatisfied, the General Manager - Services 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 or approach the Health and Disability Commissioner or Nationwide Health and Disability Advocacy Service:

Complaints

Free-phone: 0800 11 22 33

Email: hdc@hdc.org.nz

Advocacy

Free Phone: 0800 555 050

Email: advocacy@hdc.org.nz

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 General Manager - Services 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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Reviewed By	Smeena Bajwa and Karen Thrupp		
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