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Social Socks Charitable Trust Complaints Policy

Rationale

Social Socks Charitable Trust (SSCT) aims to operate in a way which gives no cause for complaint. The SSCT Complaints Policy outlines how to deal with complaints that may arise from delivery of the Social Socks programme.

Objectives

The SSCT Complaints Policy gives guidance to both parent and personnel who may have cause to make a complaint. It will outline the following:

- Complaints procedure
- Time frame

Procedures

Parent or Caregiver:

If a parent/caregiver is concerned about any aspect of delivery of the Social Socks programme or Social Socks team member, they are asked initially to discuss it with the Social Socks Session Coordinator or the Classroom Teacher.

If the matter concern cannot be resolved through discussion, a formal written complaint may be made, addressed to the Social Socks Programme Manager.

If the concern is related to either the Session Coordinator or Programme Manager, a formal written complaint may be made, addressed to the Social Socks Complaints Manager.

If a written complaint is received the Social Socks Complaints Manager will acknowledge in writing to the complainant receipt of the complaint, with an outline of how the complaint will be handled.

The Social Socks Complaints Manager will then consider the complaint. Evidence from all involved in the matter may be collected via meetings, with recording of details of the incident. All details will be considered by the Complaints Manager and will be used to inform their decision about the complaint.

The complainant will receive written information about the Complaints Managers decision. If the complaint is considered justified, this information will include an indication of the steps being taken as a result of the complaint.

If the parent is unhappy with the Complaints Managers decision they may take their complaint to the Social Socks Director who will investigate the complaint and procedures of the complaint, informing the parent/caregiver of their findings and decision.

Social Socks Personnel:

Any complaint about a procedure or another Social Socks colleague should be discussed with the Social Socks Session Coordinator in the first instance, or Facilitator. If the complaint is about a Social Socks senior member, the complainant should discuss the issue with the Complaints Manager.

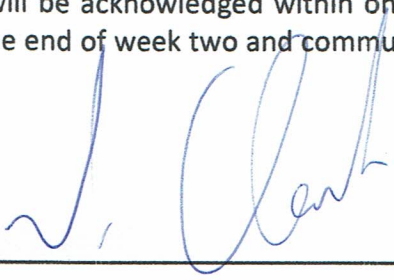
Information and evidence from all involved in the matter may be collected via meetings and recording of details of the incident. All details will be considered accordingly by senior staff and Director as appropriate and will be used to inform their decision about the complaint and set out steps to be taken as a result of the complaint. Feedback will be given to the complainant including an indication of steps being taken because of the complaint.

It is noted that this policy is cross referenced with SSCT Personnel Policy and SSCT Child Protection Procedures.

If the complainant is unsatisfied at any point of their complaint procedure they have the option to contact the Local Ministry of Education Office. Phone +64 4 463 8000, who will give further advise and support.

Time Frame:

All complaints will be acknowledged within one week of receipt of complaint. Investigations completed by the end of week two and communication regarding outcome by the end of week three.

Approved:  Date: 5/3/18

Reviewed: _____ Date: _____