



Asylum Seekers Support Trust

COMPLAINTS POLICY AND PROCEDURE

Applies to:	Reviewed and Agreed:	Next review date:
all ASST Clients, Volunteers and others who may come into contact with ASST	June 2021	May 2023

Introduction:

Auckland Refugee Council Inc t/s Asylum Seekers Support Trust (ASST) recognises the importance of having a Complaints Policy and Procedure that is presented in as clear a manner as possible. ASST also recognises that any procedure, such as this one, must be accompanied by a commitment by staff and the Board to ensure that all who come into contact with the service understand that

a) they have a right to complain

and

b) the process is for making either an informal or formal complaint or a combination of the two is made as clear as possible.

This commitment will include presenting the policy in as many relevant languages as possible and ensuring that clients understand their rights.

Aim of Policy and Procedure:

To ensure that ASST has in place a policy and procedure that treats complaints and disputes fairly, both for the person making the complaint and those being complained about.

To ensure a high priority will be given to resolving complaints.

To ensure ASST invites appropriate complaints and uses this process as a means of evaluating and improving the organisations role and performance.

PROCEDURE:

1. If a client of the service feels they have/are being treated unfairly by a staff member, volunteer or student and they wish to complain they should, in the first instance, take the matter up with that person and try to resolve the issue. This can be done at any time.
2. If they are unable to resolve the matter then they can ask for the matter to be taken to the General Manager who will endeavour to resolve the issue. The attached template can be used to do this.

A meeting will be organised to consider the issue within 4 weeks of this request. The complainant has the right to bring a support person of their choice to this meeting. If language difficulties may get in the way of a resolution ASST will pay for an appropriately trained interpreter to attend this meeting.

Resolution of the matter will also include looking at relevant policies and procedures as well as codes of practice adhered to by the organisation.

If the complaint is against the General Manager the ASST Chair will be the person who will try to resolve the matter.

3. If, after all of the above, the complainant still feels unhappy with the outcome of the mediation they can then request an independent mediator be appointed. ASST is not obliged to agree to this request but in its considerations the organisation will take into account the seriousness of the complaint and the impact it has had on the complainant. A decision will be made within 4 weeks of this request and a meeting with an independent mediator organised within 6 weeks of a positive decision being made.
4. It is of utmost importance that this process is documented and that this documentation be made available to the complainant in a language they can understand.

Client Complaint Form

Client Name:

Client Phone:

Client Email:

Complaint Date:

Complaint Details:

Signature

Date