

## PURPOSE

To provide a quality service responsive to continuous improvement by:

- Outlining the process for making and investigating complaints, and
- Using information gained from complaints for service improvement.

## APPROACH TO COMPLAINTS

Able considers that raising and resolving complaints is a beneficial process which improves Able's ability to serve its community. Able will treat complainants in a considerate and respectful way so no prejudice of any kind shall attach to the complainant.

At all times, Able will follow these principles when investigating and seeking to resolve complaints:

- The complainant is treated with respect and integrity,
- Confidentiality, where appropriate, is respected,
- Complaints are dealt with quickly and directly,

The complainant may have support persons or representatives to assist them. If necessary, Able will assist the complainant in finding a suitable advocate.

## WHO MAY COMPLAIN

Complaints may be received from anyone that has contact with Able in any capacity.

## LEARNING FROM COMPLAINTS

The Able General Manager is responsible for periodically reviewing complaints, identifying any possible trends, and using information from complaints to improve the services delivered by Able. A complaints register will be maintained to record all complaints, their management and resolution.

## COMPLIMENTS

In the same way that we want to hear what we need to improve, it is also good to hear what we are doing well. If you want to tell us about an aspect of our service that is working well we would like to hear from you.

**EMPOWERED** by hope  
**TRANSFORMED** by acceptance  
**STRENGTHENED** by community  
connections

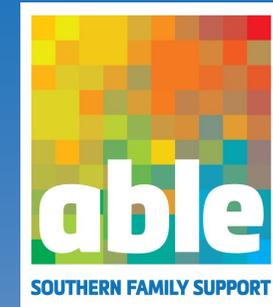
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**A Better Life Experience**

Taea Oranga

**Complaints/  
Compliments  
Procedure**

# Able Record of Complaint/Compliment

Date:  
Time:

Staff Member receiving complaint:/compliment

Details: Name(s):  
Contact Address:  
Phone No:  
Advocate/support person (if any):

Details of Complaint (attach any supporting documentation) What have we got wrong?

Details of Compliment: What are we doing right?

Action taken:	Signed off:
	Able: _____ Date _____