

TĀTAU TĀTAU  
O TE WAIROA  
GROUP POLICY

# TTOTW COMPLAINTS MANAGEMENT

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# TTotW COMPLAINTS MANAGEMENT

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Mā te rongo ka mohio,  
mā te mohio ka marama

Through listening comes  
understanding, through understanding  
comes enlightenment.

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TTotW is committed to dealing effectively with any complaints you may have about our services and organisation. If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve.

When you complain to us, we will usually respond in the way we explain below. Sometimes, you might be concerned about matters that are not decided by us and we will then advise you about how to make your concerns known.

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## INFORMAL RESOLUTION

If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. He or she will try to resolve it for you there and then. However, they may need time to investigate it.

If the member of staff can't help, they will explain why, and you can then ask for your complaint to be formally investigated.

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## HOW TO COMPLAIN FORMALLY

You can make a complaint in any of the ways below:

- You can ask for a copy of our complaint form from the person with whom you are already in contact
- You can e mail us at [contact@ttotw.iwi.nz](mailto:contact@ttotw.iwi.nz)
- You can write a letter to us at the following address  
Chief Executive Officer,  
Tātau Tātau o Te Wairoa,  
PO Box 61,  
Wairoa 4108.



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## *WHAT IF YOU NEED HELP*

Our staff will aim to help you make your complaint known to us.

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## *WHAT SHOULD YOU INCLUDE IN YOUR COMPLAINT*

- Name, telephone number and email
- Briefly describe what your complaint is about stating relevant dates and times
- List your specific concerns starting with the most important concern
- Be clear about what you think should be done to put things right
- State your preferred method of communication.

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## *DEALING WITH YOUR COMPLAINT*

We will formally acknowledge your complaint and let you know how we intend to deal with it.

We will set out to you our understanding of your complaint and ask you to confirm that we have got it right. We will also ask you to tell us what outcome you are hoping for.

We will deal with your complaint in an open and honest way.

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## *INVESTIGATION*

We will aim to resolve concerns as quickly as possible.

We will tell you who we have asked to investigate your complaint. If your complaint is straightforward, we will usually ask somebody from the team to investigate it and get back to you. If the complaint is serious, we may ask somebody from our leadership or outside the organisation to investigate.

The person who is investigating your concerns will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised are. In some instances, we may ask to meet you to discuss your complaint. Occasionally, we might suggest mediation or another method to try to resolve disputes.

If there is a simple solution to your problem, we will ask you if you are happy to accept this.

If your complaint is more complex, we will:

- let you know within this time why we think it may take longer to investigate
- tell you how long we expect it to take
- give you regular updates on any progress made.

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## *OUTCOME*

If we formally investigate your complaint, we will let you know what we have found. We will explain how and why we came to our conclusions.

If we find that we got it wrong, we will tell you what and why it happened. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

If we got it wrong, we will always apologise.

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## *PUTTING THINGS RIGHT*

If we didn't do something well, we will aim to put it right.

We take your complaints seriously and try to learn from any mistakes we have made.

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## *INDEPENDENT AUTHORITY*

If we fail in resolving your complaint, you may complain to an independent authority such as an ombudsman.

The independent authority usually expects you to bring your complaint to our attention first and to give us a chance to put things right.

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## *WHAT WE EXPECT FROM YOU*

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint.

We believe that all complainants have the right to be heard, understood, and respected.

However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands, or unreasonable persistence.