



Quality Assurance & Improvement: Complaint Form

SERIOUS MISCONDUCT COMPLAINT GUIDELINES

A3 Kaitiaki observes all complaints seriously and conducts them with respect, urgency, transparency, privacy, integrity, good faith, and mana.

We express our sincere regret that you have experienced a grievance concerning A3K. For A3K to serve this response swiftly and with sensitivity, we would be grateful if you could provide as much information as possible by filling out the form below.

Once you have completed the form, you can:

- Email it directly to vi@a3k.co.nz
- Post it marked “**Confidential**” to A3Kaitiaki Ltd P O Box 9022, St Clair 9057 Dunedin
- 1. Or hand deliver it to Violet Potiki-Cook, C/- Arai te Uru Kōkiri Training Centre 51 Macandrew, South Dunedin 9012.

YOUR CONTACT DETAILS

Name:	
Address:	
Email:	Phone:
Relationship to A3 Kaitiaki:	



COMPLAINT INFORMATION

What is your grievance about:

When did the incident occur?

Where did the incident occur?

Who was present:

Please describe the details of your experience:



YOUR EXPECTATIONS OF OUTCOME

Please describe what a good result of expectancies would look like for you.

WHAT HAPPENS NOW?

A3K is committed to achieving a satisfactory outcome in a timely manner.

- Your complaint will be registered at the A3K office, and you will receive a receipt acknowledging your communications within 5 days.
- If a general discussion does not resolve the issue, your complaint will be investigated, and any preliminary findings will be shared with you within 10 days of receipt of the grievance.
- A final decision will be shared within 21 days of the complaint receipt. You will be advised of the internal and external right to review this decision.
- A3K will seek feedback from you concerning the complaint process and will follow up with a further discussion or allow an appeal to the A3K Komiti including the Board Chair for a final decision.
- All outcomes and feedback will be recorded in the Complaints register.

Kā mihi,

Violet Potiki-Cook

Violet Potiki-Cook



Kaihautu/Operations Manager



FOR OFFICE USE ONLY

Date Received:	Received by:		
Date Complaint receipt sent:	Was it acknowledged within the 5 days of receipt	YES	NO
Date entered into Complaint Register:	Reason if NO:		
Date Action Commenced:	Urgency rating:	LOW	MED HIGH
Date of first general discussion held with Kaihautu:	Target date to be completed: (Within 21 days of receipt)		
Investigation to be completed by:	Nominated support kamahi or person:		
Feedback on preliminary findings:	Secondary Investigator:		
Final decision:	Date of feedback shared with complainant: (Within 10 days of receipt)		
Investigation timeframe met?	Date feedback was received from the complainant:		
Date complainant was advised of internal & external right to review:	Date of follow-up / or appeal to Komiti:		
Final Komiti decision:	Competition Target Date met?		
Need for review?	Date Filed Closed:		
Signed by Kaihautu:	Witnessed:		