A3K
A3 KAITIAKI LTD.

Quality Assurance & Improvement:

Complaints Cycle of Process – External Complaints

Complaint Received

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Generally Resolved through Discussion

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Or complainant may progress &
kaimahi may assist taking a formal written complaint

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Complaint acknowledged within 5 days

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Recorded in Register

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Complaint Investigated with conclusions, reasons.

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(Criminal offences or Child Abuse reported immediately)

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The Complainant and any involved kaimahi will be sent a letter outlining the decision on the complaint, a copy of the investigation report and findings.Preliminary findings shared within 10days

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Final decison within 21 days of complaint receipt

Complainant advised of internal & external right to review

Feedback sought from Complainant on process

Follow up discussion or or appeal to Komiti including the Board Chair for final desicion.

Outcome & feedback recorded in register and closed

* Serious complaints reported to agencies.