



plunket
whānau āwhina



Complaints Policy 2024

September 2024

Document Management and Control

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Plunket Complaints Policy

Whānau Āwhina Plunket has a stated goal of equitable outcomes for whānau Māori and for all by 2025.

Whānau Āwhina Plunket is committed to upholding the principles of the Treaty of Waitangi as stated in Wai 2575, Hauora Report. Principles of Equity, Active Protection, Options, Partnership and importantly Tino Rangatiratanga.

In undertaking all its activities, Whānau Āwhina Plunket is committed to an equitable partnership with Māori in ways that recognise that Māori have distinctive indigenous rights as Tangata Whenua, cultural and legal rights, and different social and administrative contexts within which they live, including the specific guarantees of Te Tiriti o Waitangi.

Policy Statement	Plunket will resolve customer complaints fairly and efficiently, enhancing relationships and improving service delivery.
Purpose	<p>The Policy outlines Plunket’s obligation to:</p> <ul style="list-style-type: none"> • Listen to and meets the needs of customers • Improve services using information provided through complaints <p>It identifies the key elements of the process to ensure Plunket meets the obligation to comply with The Code of Health and Disability Services Consumers’ Rights 1996 (Right 10).</p>
Scope/ Application	<p>This Policy applies to all Plunket people and to all complaints received regarding a Plunket service or person by a customer, external stakeholder or member of the public.</p> <p>Internal complaints between Plunket kaimahi are outside the scope of this policy. These cases should be managed using Plunket’s people-related policies and guidelines, including Plunket’s Code of Conduct.</p> <p><u>This Policy should be read in conjunction with the Complaints Procedure for more detailed actions.</u></p>
Policy	<ol style="list-style-type: none"> 1. Plunket will operate an effective Complaints Process (hereinafter referred to as "the process"), that complies with the requirements of the Code of Health and Disability Services Consumers Rights and of the National Well Child Tamariki Ora and Associated Services Outcome Agreement. 2. To enable complaints, Plunket will: <ol style="list-style-type: none"> a. Uphold the principles of Te Titiri o Waitangi to ensure cultural respect and inclusivity. b. Inform customers of their right to complain or provide feedback at any time, in a mode of their choice (e.g. written or verbal). c. Inform customers of their right to have a support person of their choice at any stage of the process. d. Ensure ease of access for customers, external stakeholders, and the public to provide feedback on Plunket's services.

	<p>e. Offer assistance as needed, including information provision or referrals to advocacy services tailored to cultural needs. Eg. Interpreter services</p> <p>3. To respond to and resolve complaints directly and as sensitively as possible within the prescribed time frames, Plunket will:</p> <ul style="list-style-type: none"> a. Acknowledge all feedback, concerns and complaints by whatever media or channel they are received or detected. Respond promptly and sensitively. b. Assign responsibility for the management of complaints to ensure accountability. c. Utilising our uara*; follow a fair, transparent and consistent process that protects the rights of and respects the values and beliefs of complainants and Plunket kaimahi. d. Provide complainants and Plunket kaimahi with an opportunity to respond to complaints openly and meaningfully, using the medium of their choice. e. Safeguard privacy in accordance with legislative requirements; prioritising the safety of both staff and customers. <p>* Whānau Āwhina Plunket uara</p> <p>4. For accountability and learning Plunket will:</p> <ul style="list-style-type: none"> a. Support a culture of learning by viewing each complaint as an opportunity to review and improve service delivery and take appropriate action to act on any learning outcomes b. Provide assurance to ELT and the Board that complaints are managed appropriately, with collected information analysed to mitigate risks and drive improvement c. Monitor complaints, identify recurring themes, and make recommendations for process improvement through the local and national Clinical Quality and Risk committees overseen by the Chief Nurse <p>For detailed guidance on implementing this policy, please refer to the Plunket Complaints Procedure.</p>

Responsibilities and Compliance	Executive Leadership Team (ELT)	Provide strategic oversight over Plunket's complaints system, risk management, and service delivery effectiveness. Make informed decisions based on insights from the National Clinical Quality and Risk Committee and other relevant teams to ensure continuous improvement in Plunket processes.
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	National Manager Customer Care	Content Manager
	National and Local Clinical Quality and Risk Committees	Identify themes from complaints regarding clinical practice and clinical risk and make recommendations around risk mitigation and clinical quality improvement and escalate any significant risks to ELT who will escalate as required. e.g. Risk Audit Assurance Committee (RAAC).
	Managers	Manage the Complaints Process. Where the manager requires support, they will get this from their (one-up) manager in the first instance and relevant HR Partner in People Services.
	Kaimahi/Plunket people	Need to use and understand the Complaints Policy and Procedure.

Definitions	Term	Definition
	Complaint	An expression of dissatisfaction from an external party with a situation or service provided, where something is seen to be unfair, unacceptable, or otherwise not up to required standards. An external party could include a client, funders, vendors, stakeholders or a member of the public. A complaint may be made in a variety of ways including, but not limited to: verbally, in person or via telephone, written, or via social media.
	Complainant	Person who has complained. May be a customer (enrolled whānau or their family/friend), external stakeholder or member of the public.
	Customer	Person or whānau receiving Plunket service. May also be referred to as the client.
	Feedback	Information provided in response to an action, behaviour, performance, or output. It is a communication that conveys the impact or effectiveness of an individual's or an organisation's efforts (and can be about behaviour, systems, or opportunities).

	Kaimahi/Plunket People	Any person, or group of people, working for Plunket and including, but not limited to, management, employees, contractors, volunteers, and students, whether working on a full time, part time, casual, or temporary basis.
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