
If you make a complaint, the process we will follow is:



1. Thank you!

Your complaint will be received by our Team Leader or Service manager. They will acknowledge it within 5 working days of receiving it.



2. Next steps and investigation

We will look into what you have shared. This may involve talking to others or completing a formal investigation.

We will let you know what we will do before we do it and make sure you receive support throughout.



3. Outcome

We will let you know the outcome we have reached within 20 working days. The outcome will include what we have learned from what you have shared and the system improvements we will make.

If our investigation is taking longer, we will keep you updated. If you are not satisfied with the outcome you may appeal by



4. Appeal

If you are not satisfied with how we have addressed your complaint you may ask us to re-look at it by contacting our Quality Manager, Emma Varghese at emmav@stepstone.org.nz.

Please remember at any stage you are entitled to make a complaint about what happened or about us to the Health and Disability Commission via the Advocacy Service on 0800 555 050.

Advocacy

If you would like support raising concerns or resolving issues with us or other health or disability services, you may access free, confidential, independent advocacy:

Nationwide Health & Disability Advocacy Service: www.advocacy.org.nz

Freephone: 0800 555 050 | advocacy@advocacy.org.nz

Mental Health Advocacy and Peer Support Trust: <https://mhaps.org.nz/>

Phone: (03) 365 9478 | MOB: 022 370 8055 | Rural Phone: 0800 437 342 | reception@mhaps.org.nz
