



## **ELDAA COMPLAINTS POLICY & PROCEDURE**

ELDAA is committed to ensuring that any person or organisation using services provided by ELDAA, or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a complaints management procedure that:

- is simple and easy to use
- is available to all members, clients and stakeholders
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements.

### **OUR COMMITMENT**

If you make a complaint to ELDAA you can expect that we will:

- • treat you with respect
- • tell you what to expect while your complaint is being looked into
- • carry out the complaint handling process in a fair and open way
- • provide reasons for decisions that are made
- • protect your privacy

### **WHAT CAN I MAKE A COMPLAINT ABOUT?**

You can make a complaint to ELDAA about the delivery of ELDAA services, or the delivery of services by one of our Professional Members.



## **PROCEDURES MAKING A COMPLAINT**

A person wishing to make a complaint may do so in writing or verbally to:

- the person they were dealing with at the time, unless you are making a complaint about this person
- one of ELDAA Committee members

If the complaint is about:

- a product or service delivered by ELDAA, the complaint will normally be dealt with by the Chairperson
- a professional member, the complaint will normally be dealt with by the Committee members

Written complaints may be sent to [chair@eldaa.org.nz](mailto:chair@eldaa.org.nz).

## **PROCEDURE FOR COMPLAINTS MANAGEMENT**

The person managing the complaint will be responsible for:

1. Registering the complaint:
  - registering the complaint in the ELDAA complaints register
  - informing the complainant that their complaint has been received and providing them with information about the process and time frame
2. Investigating the complaint:



- · examining the complaint within 5 working days of the complaint being received
- · informing the complainant by letter within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

3. Resolving the complaint:

- · making a decision or referring to the appropriate people for a decision within 20 working days of the complaint being received
- · Informing the complainant of the outcome and any options for further action if required

4. What if I am unhappy with the resolution?

· If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the Ombudsman. The Ombudsman's office will determine if it has the power to investigate your complaint.

## RECORD KEEPING

A register of complaints will be kept by ELDA A. The register will record:

- · Details of the complainant and the nature of the complaint
- · Date lodged
- · Action taken
- · Date of resolution and reason for decision
- · Indication of complainant being notified of outcome
- · Complainant response and any further action

**End of Life Doula Alliance Aotearoa, Inc**

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Copies of all correspondence and other materials received by ELDAA in connection with any complaints will be kept for 7 years.

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