

COMPLAINTS PROCESS



TE WHAI COMMUNITY TRUST
MANGAWHAI

Te toka tūmoana ~ Despite the crashing waves the rock stands tall

Raising concerns with our service

Have a query or complaint?

While we always try to get it right sometimes this is not the case. So, if you have questions or a complaint about the service you have received, you can contact us. We will look into your concerns and get back to you.

What should I do first?

As a first step, contact the staff member you have been dealing with and explain your concerns. That staff member will try to resolve the matter straight away. If they can't, they may refer your concerns to our General Manager to consider. You can also contact our General Manager yourself via email kiri@tewhaicommunitytrust.co.nz

What do I do if I have a question?

If you have a query, you can contact us and we will discuss this with you.

How do I send a complaint?

You can write to us with the details of your complaint to discuss your concerns.

By post:

Te Whai Community Trust
C/O - 36 Estuary Drive
Mangawhai Heads, 0505

By email: info@tewhaicommunitytrust.co.nz

By phone: 09 431 3459

Please also provide a short, clear description of the reasons for your complaint together with any relevant supporting documents.

Next steps...

If you have sent us a complaint and given us an email address, we will send you an email confirming we have received your complaint. Otherwise we will write to you acknowledging your complaint. We will look into your complaint and contact you to work through the issue. You should expect a response from us within 1 – 3 weeks. If we need to take longer because, for example, we need to get additional information or it is a detailed matter, we will let you know.

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What should I do if I am not satisfied with the outcome of the complaint?

If you are not satisfied with the outcome of the complaint you may request a right of review from our Governing Board. You can contact our Board Chairperson via email sue@tewhaicommunitytrust.co.nz.

Please provide a clear description of your concerns regarding the findings plus relevant supporting documents including communications with the General Manager.

Our Board may consider whether you have any other remedy available and may make a recommendation to us regarding the concern you have raised.