

Concerns and Complaints Procedure:



The Christchurch Methodist Mission Formal Complaints Policy is intended to support and advise:

- Individuals who are or have accessed the Christchurch Methodist Mission's services
- Members of the public and/or other organisations associated with CMM

Where possible, we encourage you to discuss your concerns with the staff member you are working with or who has been your point of contact.

If you feel unable to discuss your concerns with the staff member you are working with or who has been your point of contact (and we certainly recognise that this can sometimes be difficult), or have done so and did not, in your view, receive a satisfactory response, then please ask to speak to their Manager. The staff member you are working with will tell you who this is. If your concern is regarding the Service Manager, please contact the Executive Director.

A representative of the particular division will respond to your concern within five working days and actively work with you to find a mutually acceptable solution.

What to do if you have a concern about the Christchurch Methodist Mission:

Your confidentiality will be maintained at all times and concerns will only be known to the relevant people and organisations involved.

What to do if you want to raise a formal complaint about the Christchurch Methodist Mission:

You can submit a formal complaint in writing. If you need support to do this you could ask a family member, friend, colleague or someone from an agency that is supporting you.

Please include a current postal address, email address or telephone number where it's ok for us to contact you.

All formal complaints to the Christchurch Methodist Mission will be investigated with a full response to you within 28 working days.

Please direct your complaint to the appropriate Service Manager. Each service will have further information on lodging a complaint particular to their work. Please see the links underneath each division on the Contact Us page.