



Making a Complaint

All concerns or issues raised will be taken seriously and treated with respect

The Children's Team is committed to making things work well for you and your child and putting your child at the centre of everything we do. If you have any concerns with the team, please let us know.



Step 1: Talking about your concern

Talk to the Lead Professional who has been working with you, or ask to speak to the Children's Team Coordinator. If you find this difficult, ask a friend, relative or other support person to do this for you.

Step 2: Making an official complaint

If your concern is not sorted out, you can make an official complaint.

- Complaints can be made to any Children's Team member in person, by phone, by email or in writing.
- If your complaint is not presented in person, we will meet with you to discuss it. You are welcome to have a support person with you.
- We will contact you within five working days of receiving your complaint to talk with you about how we will manage it.
- We will endeavour to resolve your complaint as quickly as possible.
- We will let you know on a regular basis how your complaint is coming along.
- We will inform you in person of our decision, the reasons for that decision, and the actions we propose to take. We will then send you a letter with the decision and reason for it for your personal record.

Step 3: Taking things further

If you're not happy with how your complaint has been handled, you can contact the National Children's Directorate at our National Office by emailing or writing to:

complaints@CAP.govt.nz

National Children's Director
Children's Action Plan
P.O Box 1556
Wellington 6140



When working through your complaint, we will:

- Treat you fairly in a way that is fair
- Use a straight-forward approach to fixing the issue
- Work quickly
- Listen to you and answer any questions you may have
- Make sure that no one is treated unfairly because a complaint was made.

The following people can help you more if you feel that you need it:

More information is available on their websites

Office of the Ombudsman

0800 802 602

www.ombudsman.govt.nz

Privacy Commissioner

0800 803 909

www.privacy.org.nz

Children's Commissioner

0800 224 453

www.occ.org.nz

Health and Disability Commissioner

0800 555 050

www.hdc.org.nz

Children's Team Contact Details:



www.childrensactionplan.govt.nz