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## *Complaints and Concerns Policy*

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### *Outcome Statement*

It is important that the concerns of supporters, staff, parents/whanau, and members of the JRFC community are recognized and resolved in fair and consistent manner. JRFC's aim is to make a genuine effort to ensure that all complaints are investigated fairly at the earliest opportunity, and in a manner that respects all parties concerned. A complaint is defined as any expression of dissatisfaction where a response or resolution is expected.

### *Guidelines*

1. JRFC will make a genuine effort to resolve all concerns and complaints
2. Anyone with a concern is encouraged to discuss the matter directly with the person involved as soon as possible, to prevent issues escalating
3. Concerns will be dealt with by the JRFC Committee using the process set out in the Complaints and Concerns Procedures
4. If the concern is not resolved through this process, a formal complaint may be made. This must be done in writing to the chairperson, on behalf of the JRFC Committee. The process set out in the Complaints and Concerns Procedure will be followed once a complaint has been received. It is helpful for the complaint to include as many details as possible, including details of efforts to resolve the issue
5. All complaints will be treated in confidence, however, any person included in a complaint must be informed of the details of the complaint and be given an opportunity to address the complaint as per the laws of natural justice
6. If a complainant is not satisfied with the outcome, they may appeal to the JRFC Committee, or the Human Rights Commission