



EMPLOYEE HANDBOOK | *PUKAPUKA KAIMAHI*
Complaints Policy | *Kaupapa Here Amuamu*

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Glossary | *Kupu Whakamārama*

Term	Definition
Anonymous Complaint	A complaint made without disclosing the identity of the complainant. Such complaints may limit the ability to investigate fully
Authorised Employee	A programme coordinator, the Programmes Manager, the Operations Manager, or the Trust Manager.
Child	A person who is:  Under the age of 18 years; and  Who is not married or in a civil union
Complainant	A parent, child or a third-party support service of a parent or child raising a concern or complaint with the Trust.
Complaint	An expression of dissatisfaction about a staff member, volunteer, programme, service, or decision made by the Trust.
Cultural Safety	Respectful interaction that recognises the cultural identity of individuals and affirms their wellbeing and values.
Employee	A person employed under a contract of service for payment.
Manager	Refers to the Programmes Manager, Operations Manager or Trust Manager.
Operations Manager	The staff member responsible for daily operational management of programmes and staff.
Parents	Parents, guardians or caregivers legally responsible for the child.
Presiding Officer	The person who chairs and manages the business of the Board of Trustees.
Programme Coordinator	A person employed to manage a single programme.
Programmes Manager	A person employed to oversee and manage all programmes and



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	coordinate programme staff.
Staff	All persons engaged with YAT, including paid employees, volunteers, and contractors, excluding short-term project contractors.
The Trust/YAT	Youth Alive Trust.
Trust Manager	The most senior staff member responsible for operational and strategic management of Youth Alive Trust.
Whānau	An extended family, including those considered family by connection or relationship.



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Complaints Policy

Kaupapa Here Amuamu

1. Purpose of the Policy

The purpose of this policy is to ensure that all concerns, suggestions, and complaints are handled fairly, promptly, and consistently, and wherever possible, resolved to the complainant's satisfaction. It promotes restorative principles, encourages open communication, and protects the rights and wellbeing of all involved.

2. Scope

This policy applies to all complaints raised by:

-  Parents, caregivers, or guardians;
-  Children or young people using YAT services;
-  Third-party support services acting on their behalf.

YAT Staff are responsible for responding to and resolving complaints in accordance with this policy.

3. Principles

Youth Alive Trust is committed to the following:

-  **Openness and Fairness:** Concerns and complaints should be freely and fairly expressed.
-  **Restorative Practice:** Emphasising healing, accountability, and learning over blame.
-  **Whānau and Youth-Centred Approach:** Respecting the views and needs of tamariki and whānau in line with Te Tiriti o Waitangi.
-  **Timeliness:** Ensuring concerns are acknowledged within 2 working days and resolved within 20 working days where practicable.
-  **Accessibility:** Offering support to those needing help to make a complaint, including those with literacy, cultural, or disability barriers.
-  **Confidentiality and Safety:** Maintaining privacy and protecting all parties from retaliation or disadvantage due to their involvement in a complaint.
-  **Continuous Improvement:** Learning from complaints to improve services and relationships.



4. Receiving Complaints

-  Anyone listed under the scope has the right to raise a concern or complaint about a YAT staff member, volunteer, programme, or service.
-  Options for Lodging a Complaint:
 - In writing using the Complaints Form (available from reception or staff), or by emailing office@yat.org.nz
 - Verbally to a programme coordinator, or a manager, who will document the complaint.
 - Anonymous complaints may be considered, but the ability to investigate may be limited.
-  Assistance can be provided to complete the complaint form upon request.

5. Responding to Complaints

-  All complaints are taken seriously and will be investigated using a restorative and transparent approach.
-  The investigation will explore:
 - What happened?
 - Who has been affected?
 - How were they affected?
 - What needs to be done to put things right?
 - How do we move forward?
-  A written response will be provided to all written complaints within 7 days of receipt.
-  Complaints will be recorded and securely stored. Affected parties will receive a summary of the resolution. Where possible, feedback will inform future programme improvements.

6. Escalation

-  If the complainant is not satisfied with the response, they may:
 - File a further written complaint with the Presiding Officer of the YAT Board of Trustees.
 - Contact Oranga Tamariki or an external regulatory body to raise their concerns.

7. Cultural Responsiveness

-  YAT acknowledges Te Tiriti o Waitangi and will ensure complaints involving Māori and Pacific



whānau are approached with cultural safety and respect.

- Wherever possible, kaimahi Māori or culturally aligned staff will be engaged in the response process.

8. Youth Involvement and Support

- Children and young people are encouraged to raise concerns and will be supported in a safe and age-appropriate way.
- Trusted adults or advocates may be involved at the request of the child or young person.

9. Review and Availability

This policy will be reviewed every three years, or earlier if legislative changes require. It is available:

- Online (yat.org.nz)
- In printed form at the reception desk
- In accessible formats on request (e.g. Easy Read, large print)



10. Document Information

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Version History

Version	Author	Remarks	Approved
1	David du Preez	Wrote new policy document	1 November 2021
2	David du Preez	- Revised section 4 - Revised section 5	21 September 2022
3	David du Preez	- Reviewed document against current best practice - Simplified language and flow - Added reference to Te Tiriti	10 September 2025



11. Complaints Process Flowchart

