

How to make a Complaint

- If you have a problem talk to a staff member you feel comfortable with as soon as possible. (Feel free to bring a support person with you to any meetings.)
- Write it down – we can find someone to help you with this if you need it. Ask for a complaint form, or just write it on a plain piece of paper.
- Talk to a committee member if you don't want to talk to a staff member. The list of current members is on the wall by the kitchen door.
- You can also talk to
 - **Jill Renata** at S/F Family Support and she can arrange a meeting through the “What's working What's Not” Forum.
Her Number is 06 3773081.
 - The Oasis Peer Support Network.
Their Number is 0800 627471
 - The Health and Disability Commissioner
 - **Their Number is 0800 11 22 33**
- Or if it's not urgent put a note into the 'Have your say box'

King Street will ensure-

- All complaints are taken seriously and acted on as soon as possible and no later than 10 working days.
- You will be given every opportunity to meet to discuss the problem. (Again you can bring appropriate support to any meetings.)
- That you are clearly informed of the outcome of your complaint.