

Nga Oranga Mekameka A Division of Compensation Advisory Services Ltd

COMPLAINTS PROCEDURE FLOW CHART AMUAMU WHAKAREREKETANGA MAHERE RIPO

What happens when you raise a complaint with LifeLinks?

Email: hdc@hdc.org.nz

respond to complaint verbally or in writing 5 working days for LifeLinks to

Complaint is about Complaint is about LifeLinks Outcome Planning and Outcome Coordination **Disability Support** Services Services philosophy or eligibility criteria Receive & acknowledge written or verbal complaint Discuss with your Outcome Planner or Outcome Coordinator in the first instance and an agreed plan is made to fix the problem Is there a satisfactory resolution? Yes No Contact the LifeLinks Operations Manager, General Manager or Managing Director (Free phone - 0800 866 877) who will: Investigate the complaint Keep you informed of the process & timelines LifeLinks and complainant agree on a plan to resolve the problem No Discuss with Whaikaha-Ministry of Disabled Advised to contact the People Health & Disability Commission Free Call: 0800 11 22 33

Free call: 0800 373 664

complaints@whaikaha.govt.nz

20 working days for LifeLinks' to resolve complaint more time is needed LifeLinks will inform complainant)