

# Creative Sounds Society

## Complaints Procedure . . . . For Users of the Stomach.

- If you are unhappy about our service you have the right to complain.
- All complaints will be taken seriously.
- Both parties in the complaints procedure will be given a full and fair hearing.
- The procedure to deal with complaints must be followed through step by step.
- At the completion of each step, if both parties are satisfied the procedure can be terminated.
- An independent mediator can be called in if necessary.
- All parties have the right to have their advocate and/or whanau/family support present.
- Confidentiality of the complaint will be maintained at all times. Only the parties involved, Mediator, the Creative Sounds Society Incorporated Management Committee and acting Manager will be notified.

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### CONTACTS:

Manager: Craig Black - 76 Lombard Street, Palmerston North ☎ Email: [craig@creativesounds.org.nz](mailto:craig@creativesounds.org.nz)

Convener: Stuart Hubbard - PO Box 586, Palmerston North ☎ Email: [stuart.hubbard@pncc.govt.nz](mailto:stuart.hubbard@pncc.govt.nz)

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### PROCEDURE:

1. Approach the Manager directly about the problem. Complaints can be verbal or in writing (either by letter or email) provide as much detail as possible. You can either make your complaint yourself or ask another person to make the complaint on your behalf.

*The written grievance is a private document and will be seen only by the Manager and Committee of Creative Sounds Society Incorporated, the person that the grievance is directed at and an independent mediator where applicable.*

2. The Manager will respond in writing within 7 days notifying the complainant that their complaint has been received and is being processed.
3. A copy of the complaint and the Manager's response will be forwarded to the Convener of the Management Committee within 7 days of receiving the complaint.

*The person whom the complaint is directed at will be notified of the complaint. The convener will notify the person whom the complaint is directed at within 7 days of receiving the complaint and managers response. They will be given an opportunity to read the complaint directed at them and respond to the committee either directly or in writing.*

4. *The Management Committee will read and discuss the complaint at the next meeting. If the Convener or Manager feels that it is appropriate a special meeting may be called.*

*The person whom the complaint is directed at (having been notified of the complaint) will be given an opportunity to respond to the committee directly or their written response will be read and considered by the Management Committee.*

5. The Management Committee will enlist an independent mediator to enable both the complainant and the person whom the complaint is directed at to be heard. The complainant will be given two dates to choose from within 14 days of the Committee or special meeting.
6. If mediation is not successful, the three office holders (Convener, Treasurer and Secretary) of the Management Committee will meet both parties together with the independent mediator as facilitator. From this meeting the three Management

Committee office holders will make a final decision and direct any action to take place. This meeting will take place within 14 days of the previous meeting; again the complainant will have two dates to choose from.

7. The three office holders will report the decision to the Management Committee, the complainant and the person whom the complaint was directed at within 7 days of the final meeting.

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You are our client and if you are unhappy with our service, you can take action. It's important you know what you can expect from us and how to make a complaint if you need to.  
If you feel that there is anything that needs to be drawn to our attention, please let us know.