

MISSION STATEMENT

Together we strengthen the wellbeing of children, families and community



It is the policy of this service that in all aspects of our child and family work, the safety and wellbeing of children has first and paramount consideration.

HOMEBUILDERS WEST COAST TRUST

Te Whanau Kaha O Te Tai Poutini

Complaints Policy



Westport Office: 52 Mill Street, P O Box 388, Westport
Greymouth Office: 11 Nelson Street, Greymouth
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www.homebuilderstrust.co.nz

Policy Statement

Homebuilders West Coast Trust is committed to positive and supportive resolution of complaints.

A 'complaint' is a statement made by a client, employee or other individual which relates to an employee, practice or decision, or other aspect of the service's policies or operations that has not met that person's expectations.

1. All complaints will be treated with respect and confidentiality and will be addressed as soon as practically possible.
2. Our aim is to resolve all complaints.
3. Clients, as a matter of practice, will receive a copy of the Complaints Process at initial assessment or signing a contract and the policy will be verbally discussed.
4. The Complaints Policy Statement and Process will be available on the website and can be accessed by the public.
5. The Complaints Procedures will be followed to resolve the complaint.

Homebuilders West Coast Trust Complaints Policy Process

