



COMPLAINTS POLICY

1. PURPOSE This Policy is to acknowledge Auckland Restorative Justice Trust (The Trust) will endeavour to listen carefully to the complainant, resolve any complaints to the satisfaction of the parties, reflect and learn from the complaints and improve practice, if and where needed.

2. DEFINITION A complaint is an informal (verbal) or formal (written) expression of dissatisfaction with some aspect of the Restorative Justice service provided by the Trust.

3. SCOPE This policy applies to board members of the Trust, employees of the Trust, and those contracted to the Trust.

4. PRINCIPLES

- Restorative Justice participants will be told of this Complaints Policy and offered a copy of it. All complaints will be treated sensitively and seriously.
- Complaints will be investigated and resolved as soon as possible, but always within two months of the Trust receiving them.
- The Trust will consider the issues raised in any complaint and take steps to address them. Where possible it will use what is learned from complaints to improve its practice as a provider. A record of each complaint, its outcomes, the response to the complaint and the steps taken to address the underlying issues, will be kept.
- All costs incurred by any party in a complaint or dispute shall be the responsibility of the party concerned.
- If complainants are not satisfied with the outcome of the complaint, they may refer it to the Simply Resolution www.simplyresolution.co.nz or Ministry of Justice <https://www.justice.govt.nz/> for further advice

For more information, please contact us.

Auckland Restorative Justice Trust

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