

## EMPLOYEE COMPLAINTS POLICY

<b>Scope</b>	This policy applies to all employees of Heritage Lifecare including permanent, fixed term, casual, volunteers and contract employees.
<b>Purpose</b>	At Heritage Lifecare, we strive to provide a positive working environment for all employees and to achieve this we must attempt to resolve any complaint that arise as swiftly and effectively as possible, in a fair manner.
<b>Company Values</b>	<p>As an organisation we are committed to providing 'A Better Everyday' for our residents, their families and our employees by aligning our actions to our company values:</p> <ul style="list-style-type: none"> <li>• <b>Kia tika te rere o te waka - People First</b> Enhance the health, safety, and wellbeing of our people</li> <li>• <b>Poipoia te angitu - Nurturing Success</b> Seize opportunities and experiences every day in every moment</li> <li>• <b>He toa takitini - Better Together</b> Work together in respect and harmony to empower everyone</li> </ul>
<b>Company Commitment</b>	<p>At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness, and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation, and protection.</p> <p>Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.</p>

### Policy

Heritage Life Care is committed to a safe and enjoyable work environment which harnesses continuous improvement and the delivery of quality care making it a Better Every day for all.

A complaint is any situation in which an employee has raised dissatisfaction. It is important for all concerned that any such issues are facilitated and resolved in a fair, and efficient manner.

Where appropriate, employees should forward all concerns or complaints to their manager or the relevant Care Home Manager in the first instance. In the event this is not appropriate then the concern or complaint should be forwarded to the employees next level manager or relevant Regional Manager.

We encourage employees to raise any complaints in a timely manner and with the relevant manager however we do understand at times the nature of the complaint may mean the employee is more comfortable raising the complaint higher than their next level manager or relevant Regional Manager. In circumstances like these the employee may continue up the reporting line until they reach someone, they are comfortable talking with or alternatively they can contact the People and Culture team via email or phone call to discuss their concerns.

Heritage Lifecare is responsible for ensuring individuals are protected from bullying or harassment in their work environment at all times which includes following an employee raising a complaint.

We believe it is important for all complaints to be reviewed and managed appropriately and to assist with this we encourage employees to come forward confidently, however in a small number of cases employees may make their complaints anonymously. In these circumstances it is often difficult to complete a full investigation as no qualifying information can be obtained from the complainant and we are not able to respond to the complainant directly. Although we do understand the want for employees to raise complaints anonymously, we encourage employees to come forward confidentially knowing that we are dedicated to ensuring our workplace is free from discrimination, bullying and repercussions from raising a complaint.

All concerns or complaints are to be dealt with in a sensitive, objective, and professional manner. This sensitivity will give consideration to cultural and other values. Employees must feel secure that they will not be adversely affected by identifying a concern or complaint.

If you unhappy with the outcome or the response that you receive, this can be raised to People and Culture Team and they will work with the appropriate manager's manager to review.

All complaints are recorded and all documentation pertaining to the complaint will be kept confidential.

It is essential that following the lodgement of a complaint, a professional and objective review is made of the complaint. The complainant will be advised in writing, within five working days that the complaint has been received.

Heritage Lifecare is responsible to ensure that the concern/complaint is investigated. The Regional Manager or People and Culture Team will be notified of all complaints and manage them accordingly.

A clear and accurate record of any complaint is kept along with a record of subsequent action. Any opportunities for improvement are noted and learnings are passed onto the relevant people. If resolution of the complaint/concern is drawn out, then monthly updates are to be made.

Each complaint becomes part of the quality review and reporting process. The information is analysed and improvements in service delivery are made accordingly.

#### **Associated Heritage documents**

- 3C23 The Heritage Way
- 3A2a Code of Conduct
- 17A15 Workplace Harassment, Bullying and Discrimination Policy
- 17A13 Employee Performance Improvement Policy