

## **Canterbury Recovery Support Service Feedback/Complaint Policy**

The Canterbury Recovery Support Service (CRSS) has a way for people to provide feedback and make complaints about our service.

Feedback about our service—both positive and negative—is an important part of making sure that the service meets your expectations. It is also important that you know you have the right to make a complaint if you are concerned about any aspect of the service provided by your Co-ordinator.

If you make a complaint, you can expect that it will be properly investigated and a response provided to you within an agreed timeframe. We record your contact information and the details of your complaint on our complaints database. This allows us to keep track of your complaint and keep you informed of our progress in resolving it. This information also assists us to improve our service by identifying common issues and concerns. Reports outlining the complaints received and how they are resolved helps identify practice issues that may require training or service improvements across Canterbury.

The Canterbury Recovery Support Service is a joint initiative of government departments, working in partnership with a wide range of local agencies. Your Co-ordinator is **(insert co-ordinator's name)** who works for **(insert agency name)**.

Sometimes we get it wrong. We encourage you to raise any concerns you may have with your co-ordinator first. If you would rather discuss your concerns with someone other than your co-ordinator, please contact Jude Lavelle on 03-9638429 or email her on [jude.lavelle001@msd.govt.nz](mailto:jude.lavelle001@msd.govt.nz).

When we get it right welcome positive feedback about the service provided by your co-ordinator, as well as suggestions you might have about how we can improve the Canterbury Recovery Support Service. Positive feedback or suggestions can be provided to Jude Lavelle via telephone or email as above.

## Complaints Form

Name	
Telephone	
Email address	
Address	

### Privacy Act 1993

The information on this form is being requested to enable your complaint to be investigated. The information collected will only be made available to those individuals who can contribute to the resolution of your complaint.

Information will be stored in a secure environment for twelve (12) months and will not be accessed by people not directly involved in the investigation or resolution of the complaint.

What is your complaint? (Attach additional sheets if necessary)

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What do you want to happen now? (attach additional sheets if necessary)

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Signature (if printed) \_\_\_\_\_

Person recording the complaint \_\_\_\_\_ Date \_\_\_\_\_

