# Life Linc Counselling

## Complaints Process

**Document Owner:** Operations Manager
**Applies To:** Clients, whānau, support people, referrers, visitors, and members of the public
**Review Cycle:** Annually
**Version:** 1.0

### Our Commitment

At Life Linc, we are committed to providing a professional, caring, respectful, and safe counselling service.
We welcome feedback, concerns, suggestions, and complaints as opportunities to improve our services. We take all concerns seriously and will respond in a fair, respectful, and timely manner.
You will not be disadvantaged for raising a concern or making a complaint in good faith.

### What Can You Raise a Concern About?

You may raise concerns about:

- The counselling service you received
- Staff, counsellor, contractor, or Trustee conduct
- Communication or service delivery
- Privacy or confidentiality matters
- Accessibility or inclusion issues
- Administrative processes
- Any other aspect of your experience with Life Linc

### How to Raise a Concern

Where appropriate, we encourage you to discuss concerns directly with your counsellor or the person involved, as many issues can be resolved quickly through respectful conversation.
If you do not feel comfortable doing this, or the matter is not resolved, you can contact:

### Operations Manager

**Life Linc Counselling**
Email: manager@lifelinc.co.nz
Phone: 03 548 2400
Address: 2/196a Collingwood Street, Nelson 7010
Complaints may be made:

- In person
- By telephone
- By email
- In writing

You may have a support person assist you in raising your concern if you wish.

### What Happens Next?

When we receive a complaint, we will:

### Step 1 – Acknowledge

We will acknowledge receipt of your complaint as soon as possible and normally within **five working days**.

### Step 2 – Review

We will review the information provided and determine the best way to address the concern.

This may include:

- Discussing the matter with relevant staff
- Reviewing records or documentation
- Seeking additional information where required

### Step 3 – Respond

We will respond to you with:

- Our findings
- Any actions taken
- Any proposed resolution or next steps

Where appropriate, we may apologise, provide clarification, make improvements, or take further action.

## Timeframes

Life Linc aims to:

- Acknowledge complaints within **5 working days**
- Resolve straightforward complaints within **20 working days** where possible

Some matters may be more complex and require additional time. If this occurs, we will keep you informed of progress.

## Privacy and Confidentiality

Complaints will be managed as confidentially as possible.

Information will only be shared with those who need it to fairly review and respond to the concern.

All complaint information will be handled in accordance with Life Linc's Privacy and Confidentiality requirements.

## Respectful Communication

Life Linc is committed to maintaining a respectful environment for everyone involved. We ask that concerns and complaints are communicated respectfully. Likewise, all Life Linc staff and representatives will treat complainants with courtesy, fairness, and respect throughout the process.

## If You Are Not Satisfied

If you are not satisfied with the outcome of your complaint, you may seek independent advice or contact an external organisation.

### Health and Disability Commissioner (HDC)

Website: www.hdc.org.nz

Phone: 0800 11 22 33

### Office of the Privacy Commissioner

Website: www.privacy.org.nz

Phone: 0800 803 909

### Professional Bodies

Where applicable, concerns about a counsellor's professional conduct may also be directed to:

**New Zealand Association of Counsellors (NZAC)**
www.nzac.org.nz
**New Zealand Christian Counsellors Association (NZCCA)**
www.nzcca.org.nz

## Feedback and Continuous Improvement

Feedback helps us improve our services.
We welcome compliments, suggestions, and ideas as well as concerns and complaints. Information gathered through feedback may be used, in a de-identified manner, to improve the quality and effectiveness of Life Linc's services.

## Contact Us

**Life Linc Counselling**
Phone: 03 548 2400
Email: manager@lifelinc.co.nz
Website: www.lifelinc.co.nz