

FEEDBACK AND COMPLAINTS

ICANZ is committed to providing quality services to all prospective adoptive parents that we assist while maintaining the paramountcy of the welfare of the children we serve and respecting the cultures we work with overseas. However there may be times when our service or practice does not meet our standards and prospective adoptive parents or others wish to let us know. Poor service or practice is regrettable and if we do not hear about it then we don't have an opportunity to investigate your concerns, resolve them and learn from them so that we avoid similar issues in the future. Our approach is to objectively investigate and resolve matters in a timely, consistent, professional and transparent manner, in a climate which affirms your right to lodge a complaint and results in improved service provision.

If you have a complaint, or simply wish to provide feedback, you should first contact the member of staff you are dealing with, as complaints are generally best resolved directly with those concerned. A quick chat with a staff member is often all that is required to resolve a concern. If the matter needs more action, you may contact the ICANZ Director, or the ICANZ Board, via the ICANZ email, snail mail, or telephone contacts (see www.icanz.gen.nz). We are happy to deal with lower level informal complaints and feedback verbally, but for other matters it is helpful if you put the matter in writing. We have forms available to help you do this. Forms are available from the ICANZ office, by email or mail.

Our approach to managing and resolving complaints is:

- fair - your complaint will be managed in a way that is impartial, objective and consistent
- simple - we will use a straight forward, practical approach to managing low-level complaints
- speedy - your complaint will be managed within a specified timeframe
- responsive - any relevant information raised will be used to improve the way we do things
- non-discriminatory - no one is discriminated against as a result of your complaint.

To do so, we need to receive the following information in writing:

- your name and contact details
- the key points of your complaint, with any available evidence and dates
- any actions you have already taken to resolve this informally with the staff member concerned
- how you would like to see this resolved

You can expect to have your complaint:

- acknowledged in writing (by email, or mail) within 10 working days
- considered by the Staff and/or Board of ICANZ within one month of receiving the complaint
- assessed as 'upheld' or 'not upheld' with notification of any actions to be taken by ICANZ.

You can expect to receive an outline of the reasons for any decisions we make and the actions we propose to take.

Some complaints are complex and the work related to the complaint may take time. If we need more time to resolve your complaint, we will tell you how much extra time we need, our reasons for needing the extra time, and give you progress updates on a regular basis.

If you are still unhappy about the matter, you can take your complaint to the New Zealand Central Authority for Adoptions www.cyf.govt.nz.

If you have any questions about this explanation of the ICANZ Complaints process, please contact the ICANZ office.