

Nga Oranga Mekameka A Division of Compensation Advisory Services Ltd

## COMPLAINTS PROCEDURE FLOW CHART AMUAMU WHAKAREREKETANGA MAHERE RIPO

What happens when you raise a complaint with LifeLinks?

5 working days for LifeLinks to respond to complaint verbally or in writing

Complaint is about LifeLinks Outcome Planning and Outcome Coordination Services

Receive & acknowledge written or verbal complaint

Discuss with your Outcome Planner or Outcome Coordinator in the first instance and an agreed plan is made to fix the problem

Is there a satisfactory resolution?

Contact the LifeLinks
Operations Manager or Managing
Director (Free phone – 0800 866 877)
who will:

- Investigate the complaint
- Keep you informed of the process & timelines

LifeLinks and complainant agree on a plan to resolve the problem

No

Advised to contact the Health & Disability Commission Free Call: 0800 11 22 33 Email: hdc@hdc.org.nz

Discuss with
Ministry of Health
Disability Support Services

Complaint is about

**Disability Support** 

Services

philosophy or eligibility criteria

Free call: 0800 373 664 Fax: 0800 000 838

Email:

Yes

Yes

dsdcomplaints@moh.govt.nz

20 working days for LifeLinks' to resolve complaint more time is needed LifeLinks will inform complainant)