

## Please complete and hand back to staff.

I ..... (name)  
confirm that I have been given a copy of the feedback process for Catholic Family Support services, and have had the process explained to me. I understand the process.

.....  
(Signed)

.....  
Date

**Our services are provided free of charge to ALL PEOPLE regardless of religion, ethnicity, age, disability, sexual orientation, culture or gender**

# A Caring Arm of the Church

Our Social Workers are all registered under the Social Work Registration Act 2003. They are also guided by the Code Of Ethics of ANZASW.

You may make a complaint to the Social Workers Registration board if you feel the Social Worker's practice has not met the professional standards required. (You can visit [swrb.govt.nz](http://swrb.govt.nz) to find out more.)

Our Financial Mentors are all fully trained and abide by their code of ethics. This will be posted on the wall in the office and explained to you.

## Contact Us Hamilton

Te Ara Hou  
100 Morrinsville Road  
Hamilton  
☎ 07 8563760  
[admin@cfss.org.nz](mailto:admin@cfss.org.nz)

## Tauranga Moana

17 Gloucester Road  
Mt Maunganui 3116  
☎ 07 9750220  
[tauranga-moana@cfss.org.nz](mailto:tauranga-moana@cfss.org.nz)



[www.cfss.org.nz](http://www.cfss.org.nz)

Were you happy with our service?

Let us know how we did



**Catholic Family Support Services**

*Keeping Hope Alive*

[www.cfss.org.nz](http://www.cfss.org.nz)

## If you were unhappy with our service

### Talk to the worker

We are open to feedback.

### If unhappy with the response

Contact the manager and explain your concern. The manager will investigate and respond to your concern within five working days.

### If you wish to make a formal complaint

Please write to the manager outlining your concerns. Post or email your letter.

The manager will take all concerns seriously. The complaint will be investigated fully, and you will receive a response within 15 working days.

You will be given the opportunity to meet with the manager, and if appropriate, the staff member concerned to resolve the complaint.

We will advise you of any action that we will take as a result of the complaint.

We will keep an accurate record of your concern and action that has been taken to resolve the concern.

**The agency honours the partnership inherent in the Treaty of Waitangi and acknowledges the cultural needs and diversity of the people we work with.**

## Did We Offer a Good Service?

It's always helpful to hear what we have done well.

If you have something positive to say you can pass your feedback on in the following ways:

- Through our Facebook page
- Through our website [www.cfss.org.nz](http://www.cfss.org.nz)
- Through our feedback form
- By telling your worker
- By writing us a note

**Please feel free to contact us today for any more information**

**"Criticism, like rain, should be gentle enough to nourish a man's growth without destroying his roots."**

– Frank A. Clark

