



Catholic
Family Support
Services

Complaints Process

Catholic Family Support Services

Te Ara Hou Village, 100 Morrinsville Road
PO Box 24010, Hamilton, 3253



(07) 856-3760



(07) 856-3760



admin@cfss.org.nz



www.cfss.org.nz

For Resolving Issues of Concern

If you believe that you have a concern you should take the following steps:

- 🗨️ Contact the Director and explain your concern. This may be immediately resolved. If not:
- 🗨️ Provide full details on a separate sheet and post to the address on the front of the brochure.
- 🗨️ Personal information from your file is accessible upon request.

The Director of Catholic Family Support Services undertakes to treat any concern sensitively, with consideration for cultural and other values. Any information provided will be treated in confidence. It will not affect the quality of, or your future access to, care provided by this agency.

Catholic Family Support Services undertakes to review the matter in an objective and professional way.

You will receive a response within five working days.

We will advise you of any action that Catholic Family Support Services is taking and/or any action that you may be required to take.

Catholic Family Support Services will keep an accurate record of your concern and the action that has been taken to resolve the concern.

All files are held for a period of ten years after closure.