

Nest Consulting - Complaints Procedure

Rationale

At Nest Consulting we encourage stakeholders, clients & community members to provide us with feedback so that we can constantly improve the service we provide. We are committed to positive, supportive and low-key resolution of concerns and complaints. We will follow current employment legislation and best practice for employers.

Guidelines

Stakeholders, Clients, Parents and Community Members can register concerns or make complaints in the following way. Contact Nest Consulting's CEO via:

- Writing:

Nest Consulting 43 Jonkers Road RD2 Henderson Auckland 0782

- Phoning
021 101 6204

- Emailing
admin@nestconsulting.nz

- Through the Complaints Form on the website
www.nestconsulting.nz

Please give the Nest's CEO time to respond to you – Nest's CEO carries a teaching/project manager load.

Nest's CEO is responsible to investigate complaints.

You will:

- Be treated with respect, in a fair and courteous manner at all times
- Be provided with clear and timely communications
- Be provided with copies of our policies
- Be provided with accurate, up-to-date information in plain English

Nest Consulting will:

- Take all reasonable actions to provide a service to you in a timely manner, acknowledging there may be delays in providing service in certain circumstances
- Always comply with the law

Procedure

Once you have told us about your concern, we will acknowledge your call, email or letter within three working days, investigate it and discuss a resolution with you. If we cannot resolve it straight away, or if the issue is of a very complex nature, we will give you an idea of how long it will take us to investigate the issue. Our aim is to get your issue fully resolved within 20 working days.

You may also seek independent advice or assistance from the Disputes Tribunal, the Citizens Advice Bureau, your Community Law Centre or the Office of the Privacy Commissioner (for privacy issues).

Approved by:
R Fausett

Date approved/reviewed:
02/04/2020

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02/04/2021