

Communication Assistance

Making a complaint



MINISTRY OF
JUSTICE
Tabu o te Ture

New Zealand Government



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Make a complaint about communication assistance services

You should make your complaint in person, by phone or by email directly to the Communication Assistant or to the Director of the provider they work for.

The communication assistance provider contact details are:

- Talking Trouble: contact@talkingtroublenz.org or 09 8898738
- Moretalk: michelle@moretalk.co.nz or 021 272 0101

The communication assistance provider will try to resolve the complaint with you right away.

If the complaint needs more investigation, you will need to give:

- your first and last name (and your company's name if relevant)
- your email and phone number
- the name of the Communication Assistant you're complaining about, if you know it
- the case number, if you know it
- the details of your complaint - please include your account of what happened, why you're dissatisfied or concerned about it, and any other relevant information such as time and place of the incident
- your permission for the provider to share the details of the complaint with others involved.

As part of looking into your complaint, the provider will ensure that all those involved have the ability to respond to any concerns that are raised and dispute what has taken place. They will ensure that your privacy is maintained and can discuss the details of what this means if you have any questions when making your complaint.

If you are unwilling for the details of your complaint to be shared with others involved, the provider will be limited in how they are able to respond.

Complaints should be made within one month of the incident that caused you dissatisfaction.

If you're unhappy with the outcome of your complaint

If you're unhappy with the outcome of your complaint, you can:

- tell the Director of the communication assistance provider you are unhappy with the outcome and ask them to reconsider your complaint or refer it to another agency (such as the appropriate professional body)
- make a complaint to the Ministry of Justice.

Make a complaint about communication assistance to the Ministry of Justice

The Ministry of Justice may investigate complaints about communication assistance if:

- the communication assistance provider has already investigated your complaint and you are unhappy with the outcome or the time it is taking to resolve and
- the complaint relates to the Communication Assistant's:
 - failure to meet the expectations set in the Communication Assistance Quality Framework or
 - failure to carry out duties responsibly and competently or
 - behaviour putting the credibility of the Ministry of Justice, a court or a tribunal, at risk or
 - behaviour putting a participant or their whānau at risk.

Please make your complaint to victimsandpreventionservices@justice.govt.nz and include:

- the same information you gave the provider when you first made your complaint
- why you are dissatisfied with the provider's response to your complaint.

What happens when the Ministry receives a complaint?

We will let you know that we've received your complaint and arrange a time to discuss it with you.

If we can't resolve it with you straight away, we will investigate your complaint.

You can expect a response within 20 working days from the date we discussed your complaint with you. If we need more information or the matter you've raised is very detailed or complex, we might need more time. If we need more time, we'll let you know.

To resolve the complaint, we will:

- confirm the facts of the complaint to verify the circumstances (for example, time, place, parties, Communication Assistant name)
- make contact with the communication assistance provider that the Communication Assistant works for to share the complaint and provide an opportunity to give their view of events
- review how the communication assistance provider has managed the complaint, and take any further action where needed.

We may make the following decisions about a complaint:

- Reject the complaint on the grounds that there is not enough evidence to show that the Communication Assistant has done wrong or has not followed the expectations set in the Communication Assistance Quality Framework
- Acknowledge that the incident or situation being complained about was not to the standards required or expected and take steps to ensure that similar occurrences do not happen in the future.
- Accept the complaint but take no remedial action against the Communication Assistant. For example, this may be because the Communication Assistant was providing services under difficult or unusual circumstances and did their best to provide an acceptable service
- Accept the complaint and take any of the following actions:
 - Ensure that the communication assistance provider has taken appropriate disciplinary action or training for the Communication Assistant to ensure that a similar matter does not happen again
 - Issue a written warning to the communication assistance provider that future complaints may result in the Communication Assistant no longer being engaged to provide communication assistance services
 - Take any other appropriate actions to resolve the complaint.

Outcome of the complaint

We'll send the final decision about the complaint to the parties involved – that is, the Communication Assistant, the communication assistance provider they work for, and the complainant.

Make a complaint to the Ombudsman

If you're unhappy with the Ministry of Justice's decision regarding your complaint, you have the right to raise your concerns with the Ombudsman.

Office of the Ombudsman contact details:

Freephone: 0800 802 602

Email: info@ombudsman.parliament.nz

Postal address:

PO Box 10152

Wellington 6143

The Ombudsman can consider complaints about the administrative acts and decisions of state sector agencies. The Ombudsman will ask you if you have first tried to resolve the matter with us directly and will consider whether you have any other remedy available.

The Ombudsman may consider your complaint and make a recommendation to us about the concern(s) you've raised.

Ministry of Justice
Tāhū o te Ture

justice.govt.nz

info@justice.govt.nz

0800 COURTS
0800 268 787

National Office
Justice Centre | 19 Aitken St
DX SX10088 | Wellington | New Zealand



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