



# Barnardos

## Providing feedback on your Barnardos service

We're here to listen to you



Kia eke ai te hunga taitamariki  
ki ngā rangi tūhāhā

# Tell us what you think

We always aim to provide you with the best possible service.

If you've had a great experience, or think we could do some things a bit better, we'd love to know.

## **Providing feedback**

If you have some general thoughts or feedback on the Barnardos service you or your child has received, please feel free to provide this to the Barnardos staff member you've been dealing with.

You can also send an email to us at [info@barnardos.org.nz](mailto:info@barnardos.org.nz)

## Making a complaint

If you're not happy with the quality of the service you received from us, please let us know so we can put it right for you and improve our services.

### Here's what you can do:

1. The easiest way to make a complaint is to talk to the staff member you've been dealing with.

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2. If you're not happy with the staff member's response, or you're not comfortable talking with them about your complaint, ask to talk to their manager.

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3. If you're not happy with the manager's response, you can ask for the general manager to review your complaint. Your local office can give you their contact details.

## How we'll manage your complaint

We'll deal with your complaint as quickly as possible and keep you updated on progress. You're welcome to bring a support person to any discussions about your complaint.

We may ask you to provide extra information, for example, letters or other documents, to help us understand your complaint. We'll keep your information confidential and only discuss your complaint with the people who need to be involved to resolve it.

## What other options are available?

If you're not happy with our response you can also take your complaint to the external sources below.

### If your complaint is about:

**Early childhood care and education services,** you can contact the Ministry of Education.

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**Health and disability issues,** you can contact the Health and Disability Commissioner.

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**A child and family service,** you can contact Oranga Tamariki (Ministry for Vulnerable Children) or Ministry of Justice.

 0800 BARNARDOS

 [barnardos.org.nz](https://www.barnardos.org.nz)

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FOR KIWI KIDS**