

Making a Complaint

Information for clients, family/whānau

ADL wants complaints to feel safe, fair, and easy for young people to make.

ADL: How we keep you safe

- When you tell ADL about a concern or complaint, we first check if anyone is unsafe or at risk of harm, and act quickly to keep you and others safe.
- ADL aims to make the process as stress-free as possible by using plain language, not asking you to repeat your story more than needed, and offering culturally appropriate support for you and your whānau.

ADL: You can bring support

- You can bring a support person to any meeting about your complaint – this could be a friend, whānau member, youth worker, or someone else you trust.
- ADL will let you know about free, independent advocates who can help you understand your rights, put your complaint in writing, and come to meetings with you if you choose.

ADL: Independent investigations

- For serious or complicated complaints, ADL can arrange for someone independent (not involved in what happened and not the manager of anyone involved) to look into it.
- That person will hear from everyone, look at the information, and give written findings and recommendations so ADL can decide what should happen next.

ADL: Your right to an advocate

- You have the right to have your own independent advocate at any time during the complaints process with ADL.
- ADL staff must respect your choice to use an advocate and will work with them in a positive and respectful way.

ADL: If you're still not happy

- If you are not satisfied with ADL's decision, you can ask for the decision to be reviewed by a more senior or independent person.
- ADL will also give you information about outside organisations you can contact if you want to take your complaint further.
- Health and Disability Commissioner (HDC)
- Freephone: 0800 555 050
- Email: advocacy@advocacy.org.nz