



# What happens if I am not happy with New Zealand Red Cross' service?

## STEP 1 – Tell us first!

If you are not happy with our service, please tell us. We would like to hear your feedback and to fix the problem if we can.

You can tell us by contacting [visitorcare@redcross.org.nz](mailto:visitorcare@redcross.org.nz) or call 0800 RED CROSS.

## STEP 2 – Discussing the complaint

We understand that sometimes, people are not looking to lodge a formal complaint but would like to hear an apology from New Zealand Red Cross, or for New Zealand Red Cross to make sure that what happened to them doesn't happen again.

The New Zealand Red Cross team will first discuss your situation and concerns. They will then offer for you to make a formal complaint if you are not satisfied with the response after this conversation. You have every right to make a formal complaint if you are still unsatisfied.

Making a formal complaint means that an assigned person in New Zealand Red Cross will try to find out more about the situation and will then tell you what we have found out and respond to it. You can see how this process works in Step 3 and 4 below. We will also send you an email or letter to help you understand this process.



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## **STEP 3 – Finding out more information**

When we hear, that people are not happy with our service, we take it seriously. We will talk to you and others involved about your complaint so that we understand it. We will then tell you what we have found out and ask for your feedback. We will also keep you informed on any progress and the timeframe for receiving a response.

## **STEP 4 – Taking action**

The person reviewing your complaint will let you know what they have found out. If we find that New Zealand Red Cross' services can improve, we will act as soon as possible to make them better. We want to provide a good service to the people we support.

## **What if I'm still not happy with New Zealand Red Cross' service?**

Please keep talking with us if you are still not happy with our service. At this point, you may want to raise the issue with the Team Leader. We are happy for you to do so.

Sometimes you may be unhappy about something that is outside our control. If you raise a concern that is outside New Zealand Red Cross' control, we will let you know who you should contact to discuss the issue.



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