

Ngā amuamu me ngā whakamihi

Complaints and compliments

We want to provide a great service to you and your whānau. We know that sometimes things go wrong and when this happens, we'll do our best to deal with these issues promptly and fairly.

Making a complaint

We take all complaints about our services seriously. To report a problem, you can:

- speak to your Tenancy Advisor
- phone us 0800 248 944
- email us info@tetoimahana.org.nz
- complete a form on our website www.tetoimahana.org.nz/complaints

Resolving a complaint

Once made, your complaint will be formally acknowledged. You will be informed of which Te Toi Mahana staff member has been assigned to investigate your complaint along with an indicative timeframe to do so.

The assigned Te Toi Mahana staff member will work with you to resolve the complaint. If a resolution cannot be found to your satisfaction, you will be able to appeal to Te Toi Mahana and, if needed, advice will also be provided to you about how to lodge an appeal with the Tenancy Tribunal.

Privacy

Private details of all parties will be kept confidential and only shared with the permission of relevant parties, or where an emergency threatens the safety of people or property.

Making a compliment

Te Toi Mahana welcomes compliments about our hard working and dedicated staff. You can do this by using the same channels above.

For more information

We have a Complaints and Compliments Procedure that outlines in more detail the steps we will take when you raise an issue with us, and how we will respond. You can find a copy online at tetoimahana.org.nz/complaints or ask your Tenancy Advisor for a copy.