

HOW TO MAKE A COMPLAINT

If you are unhappy with the service provided to you and would like to discuss this or make a complaint, you can:



TALK TO YOUR WORKER
about your concerns



DISCUSS THE CONCERN
with your worker's Team Leader



Contact the PRACTICE MANAGER



Contact the GENERAL MANAGER



REQUEST A COMPLAINT FORM
and put your concerns in writing



ASK AN ADVOCATE
to act on your behalf respectfully and fairly

**We will do all we can to resolve your concern or complaint
Be assured your complaint will be listened to and acted upon**



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