

Howick and Pakuranga Community House Inc

Community House Complaints Procedure

We take pride in our community houses and the services we offer to our groups and businesses. We do our very best to provide a safe, friendly, quality, and affordable room hire to all. We realise at times things do not go always as planned and problems can occur.

If you wish to make a complaint about one of our community houses, our staff, our Board members, or our contractors, the complaints procedure is as follows:

- ❖ If you are not satisfied with your room hire or
- ❖ The customer service you have received or
- ❖ The quality of your room hire or
- ❖ The room hire pricing or
- ❖ Difficult room hire clients or
- ❖ Inappropriate behaviour or
- ❖ Anything else

1. Raise your concerns with House Managers

Give the House Manager as much information about your complaint as you can.

Put your complaint in writing and provide your contact details. State the subject matter of your complaint and support it with any copies of any relevant documents.

Please clearly highlight the dates and times, or any other important information regarding your complaint. If required, please state clearly what remedy or action you would like to see taken if any.

2. Complaint Confirmation

The House Manager will acknowledge your complaint within five (5) working days.

Within ten (10) working days of receiving the complaint, the House Managers will determine whether the complaint requires further investigation and will start an investigation if one is needed. If extra time is required, this will be communicated.

You will immediately be informed of the action taken, and the expected time before resolution.

3. Unsatisfied with the resolution

If your complaint cannot be resolved to the satisfaction of both parties, the complaint will be referred to the Highland Park Community Houses Board (HPCH).

The Chairperson will acknowledge your complaint within five (5) working days.

Within ten (10) working days of receiving the complaint, the HPCH Board will determine whether the complaint requires further investigation. An investigation will be completed if required.

You will immediately be informed of the action taken, and the expected time before resolution.

4. Send your complaint and any supporting information to:

Highland Park Community House Manager	Anchorage Park Community House Manager	Howick Pakuranga Community Houses Inc Board Chair
47 Aviemore Drive, Highland Park, Auckland, 2010	16 Swan Crescent Pakuranga, Auckland 2020	47 Aviemore Drive, Highland Park, Auckland,
jen@hpapcommunityhouses.org.nz	donna@hpapcommunityhouses.org.nz	chair@hpapcommunityhouses.org.nz