



## Making a Complaint

### What can you complain about?

- A complaint can be made about any service provided by Skylight. This includes complaints about our Contracted providers.
- Anyone can make a complaint about the care or service they have received. Complaints can also be made by another person on your behalf, such as a relative, friend, parent, or consumer advocate. We may need consent to respond to complaints about someone else.

### What do we do about a complaint?

- All complaints are treated confidentially. Please be assured that making a complaint will not adversely affect the care you receive. Your complaint will only be discussed with the people directly involved.  
The complaint will be acknowledged within five working days. In most cases, the complaint will be referred to the manager of the area to be resolved directly with you. We aim to respond within 21 working days. If we cannot respond in that timeframe, we will advise you and let you know the reason and an expected completion timeframe. If your complaint is complex or requires additional investigation, we will update you monthly until it is resolved.
- All complaints are taken seriously and handled with immediate priority. Accepting and resolving complaints allows us to improve the services we provide.
- If you are not happy, there are other people you may choose to contact, such as;
  - your local member of Parliament,
  - the Minister for Social Development,
  - The Ombudsman, or
  - The Privacy Commissioner.

When you use a health or disability service in Aotearoa New Zealand, you have the [\*\*protection of the Code of Rights\*\*](#).