



## You can access our services nationwide

Our regional branches in the North and South Island allow us to reach a broad range of communities with our services.

We also provide online services including wellbeing webinars, group support and self-development programmes.

You can also find a range of support materials and resources on our website.

## Contact us to find out more

Our services are free and confidential. Contact us today to find out more.

### Northern Region

0800 732 825

### Central North Island

0800 555 434

### South Island

0800 876 682

[yellowbrickroad.org.nz](http://yellowbrickroad.org.nz)

**Yellow  
Brick  
Road**

Supporting families  
towards mental wellbeing

**Yellow  
Brick  
Road**



**How to make a  
complaint about  
Yellow Brick  
Road**

**A guide for whānau  
using our services**

## When can you make a complaint?

You can make a complaint at any time under the Code of Health and Disability Services Consumers' Rights (the Code). Our services to you will not be adversely affected if you complain.

## How can you make a complaint?

You may make a complaint in person, by telephone or in writing. Your complaint could include:

- Name and contact details of the person making the complaint.
- The subject(s) of the complaint.
- When and where the alleged incident or dissatisfaction took place.
- What the concerns and issues are.
- What action, if any, has already been taken, and by whom.

Written complaints should ideally be handed to the manager of your local Yellow Brick Road branch, or posted to them.



If your complaint involves a Yellow Brick Road manager, you may send your complaint to: [ceo@sfnz.org.nz](mailto:ceo@sfnz.org.nz) or post it to P.O. Box 78122, Grey Lynn, Auckland, 1245.

## How the complaint process works: an overview

The Complaints Process is in accordance with the Code.

1. Make your complaint - in person, by phone, or in writing to your local Yellow Brick Road branch manager
2. Include your details (see what to include under 'how can you make a complaint').
3. Seek the assistance of a support person.
4. Your complaint will be discussed by Yellow Brick Road.
5. An acknowledgement of your complaint will be sent to you within 5 working days.
6. Your complaint will be investigated.
7. You will receive a reply or progress report within 10 working days of when the acknowledgement was sent.
8. If you do not agree with the outcome you can appeal to YBR or the Health & Disability Commission.

## We encourage you to seek assistance from a support person when making a complaint.

The Health and Disability Advocacy Service and Health and Disability Commissioner can provide guidance and assistance when making your complaint.

### Health and Disability Advocacy Service

0800 555 050  
[advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)

### Health and Disability Commissioner (HDC)

0800 11 22 33  
[hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)  
[www.hdc.org.nz](http://www.hdc.org.nz)

You can find detailed information about your rights and the complaints process on the HDC website.

## What to do if you are dissatisfied with the complaint outcome

If you are not satisfied with the complaint outcome, please inform YBR or the Health and Disability Advocacy Service (see contact details above and overleaf).

We recognise your rights under the Privacy Act and will assist you in exercising those rights regarding the information you have provided wherever possible.