

**If you have a concern about the social work service you have received, consider these points:**

- \* does the social worker have full and accurate information about your situation?
- \* have you discussed your concerns with the social worker?
- \* is the social worker a member of the Aotearoa New Zealand Association of Social Workers (ANZASW)?

***ANZASW can only investigate complaints about its members***

***If the complaint is against a social worker who is not a member of ANZASW, you will be given advice about what other avenues you may be able to use to address the problems you are having***

### **Step 1**

First write or speak directly to the social worker, their supervisor, or their employer, outlining your concerns. Concerns or misunderstandings can often be resolved through direct communication.

### **Step 2**

If you are not satisfied with the response, and the social worker is an ANZASW member, you can make contact with the National Secretary of ANZASW. This should be done in writing, outlining the concern, and noting any relevant dates, times and events.

Your letter should be addressed to:  
National Office, ANZASW  
P O Box 14-230 Christchurch Airport, CHCH

- \* Details of your complaint will be forwarded to the Ethics Committee who will make a decision about how ANZASW can best address the problem
- \* Upon receipt of your complaint you will be contacted and informed about the process that will be used to address the problem - you will also be asked whether you agree to details of your complaint being forwarded to the person you are complaining about for their response.
- \* In time, you will be informed about the outcome of your complaint.
- \* Once a complaint has been lodged, all further correspondence should be directed to the Convenor of the Ethics Committee. You will be advised the contact details for the Committee.

## **Privacy Statement for all persons making complaints under the ANZASW Code of Ethics**

This statement concerns all information that ANZASW collects from you and holds now and in the future.

***ANZASW maintains a policy that all your personal information is held in confidence***

Information collected from you will be used for the following purposes:

- \* receiving a complaint
- \* investigating a complaint
- \* resolving a complaint
- \* possible appeal or review processes

***ANZASW has a commitment to an open process in receiving, investigating, and resolving complaints***

Upon receipt of your complaint, you will receive a letter informing you of this and asking for your agreement in writing to proceed further.

If you agree in writing, your personal information will only be seen by people who are involved in resolving the complaint. This will include the member who is the subject of your complaint.

ANZASW will maintain privacy of your personal information until it receives your agreement to proceed. However, your personal information may be shared with your representative if you give your agreement in writing for that to happen.

Our intention is to collect directly from you any information that is personal to you. However we may seek information from other people, and this may include information that is personal to you. We would do this if we believed that those other people could provide assistance to us in dealing with the complaint, and that they may have information that you are unable to provide.

***You have a right to see any information ANZASW is holding that is personal to you***

In certain circumstances you may correct personal information that is held by ANZASW, unless it is given to ANZASW in confidence by another person, or ANZASW is otherwise authorised by the Privacy Act 1993 to withhold it.

***You are not obliged to give ANZASW any information***

However, it may be difficult for ANZASW to resolve your complaint if you refuse to provide information that is essential for that purpose.

Should you consider that the privacy of your personal information has been breached, or that ANZASW has not complied with the Privacy Act 1993 in any way, please do not hesitate to contact:

- \* the National Secretary, ANZASW, PO Box 14-230, CHCH Airport, or
- \* the Privacy Commissioner, PO Box 466, Auckland 1

This brochure has been prepared by:  
The Aotearoa New Zealand Association  
of Social Workers (Inc)  
P O Box 14-230, Christchurch Airport

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**Information for consumers**

## **Complaints Procedures**

**in respect of Members of  
Aotearoa New Zealand  
Association of Social  
Workers (Inc)**

**and their  
Code of Ethics**