It’s okay to tell us if you’re not happy and why. This helps us to know what we’re doing well and what we need to do differently.
At Oranga Tamariki—Ministry for Children, we want to provide an excellent service to the tamariki and whānau we work with.

This means we will:

- be polite and professional
- work with tamariki and their whānau to make the best decisions for them
- communicate clearly
- respond quickly
- encourage you to bring support people when we meet
- respect your privacy
- connect you with people who can help if we can't
- always try to answer your questions.

HELP US GET IT RIGHT

If you’re concerned about something to do with your contact with us, it’s best if you can try to sort it out with the person you’ve been dealing with first. You can also ask to speak with their manager.

If you can’t do this, or this doesn’t sort things out, you can:

- go to www.orangatamariki.govt.nz/contact-us/feedback/
to fill out an online form
- fill in the form attached to this brochure
- call us free on 0508 326 459
- or email Contact@ot.govt.nz

We’ll only discuss your concern with the people involved in sorting it out.

If you want help giving your feedback, you can ask someone to help you. They can help you write down your concern, speak on your behalf or come with you to a meeting to talk about the issue you’ve raised. We call these people advocates.

An advocate could be:

- someone in your whānau
- an adult in your life you trust.

Once we get your feedback we’ll let you know we’ve received it and work to respond to your concerns quickly and fairly.

TELL US WHAT YOU THINK

If you aren’t happy with our service, please tell us. We need to know if things aren’t right, so that we can work with you to sort things out.

If you’re pleased with our service, we’d like to hear about that too.

FEEDBACK FORM

Fill this out to raise your concern or tell us about something good.

1. My name is:

2. What would you like to tell us about?

3. When did this happen?

4. Does this impact a child or young person?

5. What do you want to happen next?

To help us sort things out we may need to talk to you or your advocate. Please leave your or their contact details so we can get in touch:

Name:

Address:

Phone number:

Email:

You can leave your completed form at your local office or send it to us freepost. We’ll contact you within one week of receiving your form.

Compliments, Complaints and Suggestions

Oranga Tamariki—Ministry for Children

P.O. Box 546
Wellington 6011