

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.

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

You have the right to complain if you believe ANZASW has breached your privacy

Contact the ANZASW Chief Executive, or alternatively, The Privacy Commissioner
PO Box 10-094, The Terrace, Wellington 6143



Contact Details

Street Address:

Unit C
375 Main South Road, Hornby

Postal Address:

DX Box WX33484, Christchurch

Email: admin@anzasw.org.nz

Phone: 03 3490190

Website: www.anzasw.org.nz

January 2013

Making a Complaint



About a Member of

**The Aotearoa New Zealand
Association of Social Workers
(ANZASW)**

We can only investigate complaints about our members

If the complaint is about a social worker who is not a member of ANZASW, we can give you advice about what other avenues you may be able to use to address your issues you are having.

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 and/or their employer?

Is the social worker a Registered Social Worker? If so, your concerns should be addressed to the:

Social Workers Registration Board
PO Box 3452
Level 8, 111-115 Customhouse Quay
Wellington 6140

Making a Complaint

Firstly

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.

After that

If you are not satisfied with the response, and the social worker is an ANZASW member, you may write to the Chief Executive of ANZASW, outlining your concerns and note all relevant dates, times and events.

The Chief Executive will either refer your complaint to the ANZASW Complaint Convenor or assist you forward your complaint to the appropriate body to action

The Complaint Convenor will be your ANZASW contact person and will give you details about how to keep in touch while the complaint is being investigated.

The Complaint Convenor will tell you about the process that will be used to address the issues.

There are several ways you can, with our support, be directly involved in resolving the matter with the social worker. If you do not wish to do this, the Complaint Convenor will refer the matter to a Disciplinary Hearing, and support you during this process.

Privacy Statement

ANZASW has a commitment to transparent processes in receiving, investigating, and resolving complaints

HOWEVER

ANZASW gives you assurance that all your personal information is held in confidence

Personal information collected from you or provided by others may only be used for:

- receiving a complaint
- investigating a complaint
- resolving a complaint
- any appeals process

If we investigate your complaint, your personal information will be seen only by people who are involved in resolving the complaint. This includes the social worker about whom you are complaining.