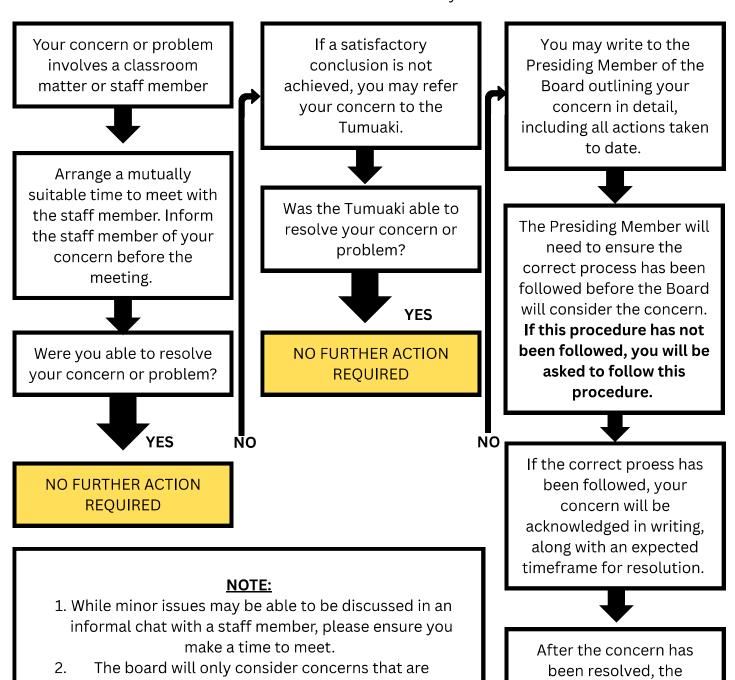


CONCERNS AND COMPLAINTS PROCEDURE

Te Pākihi o Maru will handle any concerns or complaints effectively and promote good relations with whānau and other community members.



Presiding Member will

endeavour to follow up

again within ONE month.

considered serious enough to be put in writing. If you

require assistance with making a written complaint,

please contact the Presiding Member, who will work

with you in confidence.

3. All parties concerned may bring a support person to any meeting where the issue is discussed.