



Skylight Complaints Procedure (Summary)

We welcome feedback and take complaints seriously. Here is how they are handled:

What Can You Complain About?

- Any service provided by Skylight, including those by contracted providers.
- Complaints may be made by you or someone on your behalf (e.g. a parent, friend, or advocate).
- We may require consent to respond to complaints about someone else.
- Complaints are accepted in any format and treated with priority.

What Happens Next?

- All complaints are confidential.
- We acknowledge complaints within **5 working days**.
- We aim to respond within **21 working days**. If more time is needed, we will keep you informed.
- Complex complaints are updated monthly until resolved.
- Sensitive complaints involving SEAH or Fraud are referred to the Chief Executive.
- Complaints are directed to the relevant Manager for resolution.

Send your written complaints to: **info@skylight.org.nz**

If You are Not Satisfied

You may also contact:

- Your local Member of Parliament
- The Minister for Social Development
- The Ombudsman or Privacy Commissioner

When you use a Health and Disability Service in Aotearoa New Zealand you have the protection of the Code of Health and Disability Services Consumers' Rights.

<https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/>