Providing feedback on your Barnardos service

We’re here to listen to you
Tell us what you think

We always aim to provide you with the best possible service. If you’ve had a great experience, or think we could do some things a bit better, we’d love to know.

Providing feedback

If you have some general thoughts or feedback on the Barnardos service you or your child has received, please feel free to provide this to the Barnardos staff member you’ve been dealing with. You can also send an email to us at info@barnardos.org.nz

Making a complaint

If you’re not happy about the quality of the service we’ve given you, please let us know so we can put it right for you and improve our services.

Here’s what you can do:

1. The easiest way to make a complaint is to talk to the staff member you’ve been dealing with.

2. If you’re not happy with the staff member’s response, or you’re not comfortable talking with them about your complaint, ask to talk to their manager.

3. If you’re not happy with the manager’s response, you can ask for the general manager to review your complaint. Your local office can give you their contact details.
Tell us what you think

You can make a complaint in person, or through our website www.barnardos.org.nz

How we’ll manage your complaint

We’ll deal with your complaint as quickly as possible and keep you updated on progress. You’re welcome to bring a support person to any discussions about your complaint.

We may ask you to provide extra information, for example letters or other documents, to help us understand your complaint. We’ll keep your information confidential and only discuss your complaint with the people who need to be involved to resolve it.
What other options are available?

If you’re not happy with our response you can also take your complaint to the external sources below.

If your complaint is about:

• A child and family, foster care or residential service, you can contact Oranga Tamariki, The Ministry for Vulnerable Children

• Health and disability issues, you can contact the Health and Disability Commissioner

• Early childhood care and education services, you can contact the Ministry of Education.