



# North Harbour Hockey Association

## Child Protection and Safeguarding Policy

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**Date Issued:** 27 May 2024  
**This Version:** 1.4  
**Previous Revision:** 1.3

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## CHILD PROTECTION AND SAFEGAURDING POLICY

### POLICY OBJECTIVE

Children and young people have a fundamental right to participate and thrive in sport that is safe and supportive and protects them from potential or actual harm and abuse. North Harbour Hockey Association (NHHA) is committed to best practice that safeguards the health and welfare of all children and young people participating in hockey. All adults involved in NHHA recognise and accept their responsibility to provide an environment that promotes the safety of the child, always.

### POLICY PURPOSE

At NHHA we recognise that we have a responsibility to safeguard the welfare and wellbeing of all the children and young people in our NHHA community. It is fundamental to the spiritual, social, emotional, physical and mental development of the child; consequently, it is essential to have clear guidelines and procedures in place when dealing with matters involving child protection.

We have a responsibility to promote safe practices and to protect children from harm and exploitation while participating in our activities and have therefore established a policy that (**Policy**):

- sets out NHHA's best practice standards to protect children and young people, our employees, volunteers and contractors;
- contains protocols for our employees, volunteers and contractors to guide them in identifying and reporting child abuse and neglect to adhere to our obligations under the Children's Act 2014;
- sets standards of behavior for our children and young people, our employees, volunteers, contractors, stakeholders and details processes undertaken by NHHA should these standards of behaviour not be upheld; and
- seeks to ensure that NHHA creates a safe environment that all our employees, volunteers, contractors and community know what to do if there are concerns about a child or young person.

## POLICY

### POLICY APPLICATION

This Policy applies to all people involved with NHHA and its divisions, including employees, administrators, contractors, administrator, coaches, managers, officials, people volunteering to NHHA, players and parents/guardians.

For the purposes of this Policy and associated procedures:

- a child is recognised as any individual who is 18 years of age or under; and
- a young person is recognised as any individual who is aged 18 to 25 years of age.

The Policy owner is the NHHA Hockey CEO.

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## EQUALITY STATEMENT

NHHA is committed to treating all NHHA members and participants equally and requires all members and participants, regardless of their level of authority, to abide by and respect this general principle.

All members and participants should be valued and treated in an equitable and fair manner with dignity and respect, free from emotional or physical danger, physical, sexual and emotional abuse, and neglect, regardless of their ability, age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and or sexual identity.

NHHA recognises the additional vulnerability of children and young people, particularly where they may face difficulties in seeking help in situations where they may have:

- a feeling of powerlessness or where there is an inherent power imbalance;
- limited ability to communicate their feelings or issues; and/or
- vulnerability to manipulation by others.

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## CATEGORIES OF HARM

Outlined below are types of harm that could exist for children or young people who participate in NHHA activities.

Physical injury caused by:

- Environmental conditions;
- Unsafe equipment and/or facilities;
- Training methods inappropriate for the age and physiological development of the child;
- Violent or aggressive behaviour (e.g. hitting, kicking); and/or
- Taking or damaging belongings.

Non-physical e.g. emotional harm:

- Occurs when a child's self-esteem is undermined e.g. name-calling, insults, sectarian/racist comments; or it may be more indirect including spreading malicious gossip, rumours or exclusion from a social group, and may be via different channels e.g. texting, social media.
- Social harm damages the relationship that children have with other children and adults.
- Cultural harm occurs when a child's beliefs or practices are not acknowledged or accepted.

### Sexual:

Sexual abuse is any act or acts that result in the sexual exploitation of a child or young person, whether consensual or not. It may be perpetrated by an adult, older child or similar aged child. It may include, but is not restricted to:

- Contact abuse involves forcing or enticing a child or young person to take part in sexual activities, for example rape, kissing, touching, masturbation, involving children in the looking at or production of sexual images, sexual activities and sexual behaviours; and/or
- Non-contact abuse, such as exhibitionism, suggestive behaviours or comments.

### Neglect:

Neglect is the persistent failure to meet a child's basic physical, emotional and or psychological needs, causing long term serious harm to the child's health or development. It may also include neglect of a child's basic or emotional needs. Neglect is a lack of action, emotion or basic needs. It may include, but is not restricted to:

- Failing to provide medical care when necessary
- Neglectful supervision – failure to provide developmentally appropriate supervision of the child or young person, leading to increased risk of harm
- Abandonment – leaving a child or young person in a situation without arranging necessary care for them and with no intention of returning.

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## CONDUCT WHILST WORKING WITH CHILDREN

The following protocols provide guidance to those working with children and young people by outlining examples of good practice and ways to establish boundaries in a range of situations. The primary intention of these protocols is to reduce the likelihood of harm or abuse to a child, the guidance also offers sensible and practical advice to keep those working with children and young people in a position where they are equipped to deal with an abuse or harm situation that presents itself.

- Applying a child-centered approach where all children are treated equally and with dignity and respect:
  - activities should be appropriate for the age and development of the children in your care;
  - ensure feedback to children is about their performance and not of a personal nature;
  - use positive and age-appropriate language when talking to children and in their presence.
- Creating a safe and open working environment that also reduces risk, examples include:
  - appropriate supervision of children and young people playing hockey with a satisfactory ratio of coaches or managers per child;
  - do not send children off to train alone, they should remain within your sight and under your supervision;
  - ensure that children use appropriate protective gear;

- ensure that all physical contact with children is relevant and appropriate to the activity ;
  - on some occasions, physical contact with a child may be appropriate (e.g. when reassuring them or guiding them in carrying out a drill) but this should be kept to a minimum. Always discuss this beforehand, explaining what you are doing and why. Seek permission from the child prior to doing so when undertaking the above;
  - do not engage in any over-familiar relationships with children;
  - explain the purpose and obtain consent (from parents/guardians) prior to filming or photographing children;
  - Ensure that start and finish times are communicated with parents/guardians and are adhered to so that children are not left unsupervised;
  - parental/guardian consent needs must be obtained before transporting children in a vehicle. Please refer to the Motor Vehicle Use and Driving Policy for more details
  - ensure you have parental/guardian consent to administer first aid if required. We acknowledge that practically, if there is a child that requires immediate first aid, the coach, employee etc. should feel empowered to administer first aid regardless of consent and if it is outside of their capability set, they should be empowered to call emergency services;
  - do not use alcohol, cigarettes or electronic cigarettes, or drugs in the presence of children and do not offer any of the above to any child under any circumstances;
  - do not allow children to use foul, sexualised or discriminatory language unchallenged;
  - do not engage in communication with a child, on a one-on-one basis, through social media, texting or email, other than for relevant coach/athlete feedback or administration;
  - do not allow allegations made by a child to go unchallenged, unrecorded or not acted on; and
  - do not allow parents/guardians, coaches, other children, or spectators to engage in any bullying activity nor allow bullying of any type to take place without taking the appropriate action.
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- Avoid situations where you are alone with a child or young person:
    - avoid private or unobserved situations, including being alone with a child or young person in the changing rooms, team accommodation rooms, offices etc.
    - all meetings with an individual child are communicated to the parent/guardian in advance;
    - avoid entering changing rooms - if you are required to enter, knock and announce yourself prior to entering and try to have at least one other adult with you
    - parental/guardian consent needs must be obtained before transporting children in a vehicle. All possible avenues should be considered prior to driving a child unaccompanied
    - where it is possible, always have another adult present whilst interacting with a child or young person.

A degree of common sense must be exercised regarding the above guidance. If there is immediate danger to the child's or young person's health or life, for instance in a medical emergency, take immediate action and call for assistance and or emergency services.

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## NNHA COMMITMENT

NNHA is committed to ensuring good practices which protect children from harm.

To achieve this, we will:

- Develop an awareness of the issues which may lead to children being harmed through attending our awareness sessions;
- Provide opportunities for children and young people to participate in hockey safely;
- Establish and maintain an environment where children in our community feel safe and secure and are encouraged to talk and are listened to;
- Inform all adults in our community of best practice with regards to safeguarding children and young people in recognition that child protection is a shared responsibility;
- Make children and young people aware of their behavioural requirements and our expectations;
- Ensure careful recruitment, selection and management procedures are adhered to as detailed below;
- Have induction material available for parents/guardians, coaches and volunteers clearly outlining their rights and responsibilities pertaining to safeguarding children and young people;
- Ensure that the procedures for dealing with child protection are shared with all employees and that regular training occurs to support best practice and awareness;
- Ensure complaints and disciplinary procedures are embedded in our operational policies and procedures;
- Respond to any allegations of misconduct, harm or abuse to children or young people in line with this Policy and these procedures, as well as implementing, where appropriate, the relevant investigative disciplinary and appeals procedure;
- Share information about concerns with children, parents/guardians and any other individual who needs NNHA believes should know about the concern, whilst considering our obligations under the Privacy Act 2020;
- Regularly monitor and evaluate the implementation of this Policy and these procedures;
- Ensure that this Policy and procedures comply with legislative requirements and best practice standards.

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## SAFE RECRUITMENT PROCEDURES

NNHA seeks to protect the health, safety and wellbeing of all people participating in hockey. To ensure that suitable and appropriate employees and volunteers (including parents) are working with children and young people in hockey, a robust recruitment and screening process should be followed for all roles.

All people recruited by NNHA to work with children must complete the 'Application for Coach/Manager/Volunteer Position Form' refer, Appendix 1. Declaration of past convictions, cases

pending, and agreement to have a pre-employment Police Clearance completed is a pre-requisite before final appointment to a position. Please refer to the NHHA Police Vetting Policy for more detail on this process.

All employees, coaches, managers and volunteers are provided with a copy of this Policy and in signing the form at Appendix 1 agree that they have read the Policy, are aware of its contents and understand their obligations under it.

NHHA recognises that it relies heavily on the time and commitment freely given by volunteers, and without this, the opportunities for children and young people to participate in the sport of hockey would be severely limited. NHHA will ensure good volunteer recruitment procedures by:

- defining the role the person is applying for;
- insisting that the person applying for any position of responsibility within the organisation completes the relevant 'Application Form' (see Appendix 1 Application for Coach/Manager/Volunteer Position); and
- Obtaining the person's signed permission to enable NHHA to undertake a Police Check. Please refer to the NHHA Police Vetting Policy for more detail on this process.

Prior to commencing a role at NHHA all employees, coaches, managers and volunteers are expected to sign a Behavioural Agreement Form, a copy of the form is attached at Appendix 3 'NHHA Behavioural Agreement'.

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## EDUCATION AND TRAINING OF EMPLOYEES AND VOLUNTEERS

In addition to the recruitment and screening process, NHHA will undertake subsequent monitoring and training of employees and volunteers in order to ensure that they are working safely and effectively with children and young people.

Training may cover or include:

- Employee/volunteer induction which is where the employee/volunteer will be provided with and or have access to this Policy;
- Employees/volunteers having clarity on what constitutes inappropriate or unacceptable behaviour when working with children and young people at NHHA;
- Identification of any potential risk situations;
- How to identify and respond to any unacceptable behaviour or practices of employees and volunteers and respond in a positive manner i.e. training to improve practices;
- NHHA will endeavour to work with external agencies to provide appropriate training/workshops for employees and volunteers.

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## CHILDRENS BEHAVIOURAL REQUIREMENTS



Children and young people are expected to:

- Keep within the defined boundaries of the playing/coaching or team area;
- Behave and listen to instructions of the coach/manager/leader;
- Respect and care for NHHa's equipment;
- Not use bad language or racial/sectarian references;
- Not engage in bullying, violence or persistent use of rough and dangerous play;
- Show respect to other children/young people and leaders;
- Keep themselves and others safe;
- Play fairly and not cheat;
- Respect officials and accept decisions;
- Show appropriate loyalty to their team and be gracious in defeat and in success; and
- Respect opponents.

Any misdemeanors or general misbehaviour must be addressed by the immediate coach or manager, and reported verbally, or in writing to NHHa. The child's parents/guardians will be informed.

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## DEALING WITH CHILD WELFARE ISSUES

The welfare and wellbeing of children is paramount, any misconduct will not be tolerated at NHHa and any complaint will be handled appropriately, fairly and promptly. The protection of children and young people is everyone's responsibility. We encourage you to speak up and report to our Complaints Officer if you experience or witness behaviour that you consider may breach this Policy.

NHHa will never promise to keep secrets if it believes the safety of a child or young person is at risk. However, information of a confidential nature will be communicated only on a 'need to know' basis, with the child's welfare paramount. Considerations of confidentiality will not be allowed to override the rights of a child or young person to be protected from harm.

In dealing with complaints of the types of behaviour outlined in this Policy, or behaviour that falls short of our expectations or our values, we will:

- Deal with the matter fairly and as quickly as possible;
- Respect the feelings and views of the complainant; and
- Provide a fair process for the respondent to the complaint.

### The Process

If there is suspicion that a child's or young person's welfare could be at risk or a child or young person makes it known that they are in danger, the following immediate actions are required:

- Listen to the child or young person and reassure them;
- Record accurately and appropriately any information received/observed. Record facts concisely including:

- Type of harm;
- Signs and symptoms noted;
- Any particular incidents with dates, times and place;
- Any action taken;
- Ensure the child or young person is in a safe place;
- Consult immediately with the Complaints Officer at NHHA. Please ensure that as much detail is provided in writing to the Complaints Officer.

Remember that abused children or young people often have feelings of shame, embarrassment, powerlessness and betrayal. If a child or young person approaches you with a safeguarding issue, please remember to;

- Listen carefully, stay calm and keep an open mind.
- Reassure them that they are right to tell you and you believe them and their concerns will be taken seriously.
- Proceed at the child's pace and at a level appropriate to them.
- Ask only open questions to clarify facts - tell me, explain, describe.
- Explain that you will share this information with another adult.
- Record what they have said accurately and using their words without your own opinions or comments.

### **Responding to Actual Child Abuse or Neglect**

Where you are concerned there are signs of possible abuse or neglect:

- do not put off the moment to take action;
- you may need to find a place of privacy;
- respond briefly, slowly, and gently;
- do not assume there is only one child or young person involved;
- do not make decisions alone;
- keep calm and reassure;
- do not ask leading questions or over questions;
- re-engage the child with an activity if appropriate;
- take action immediately;
- do not promise confidentiality;
- find support if necessary;
- inform the child or young person what will happen next.

Is the child or young person in immediate danger? If yes, act immediately to ensure the child or young person's safety, call Police on 111 and follow Police advice. If you are unsure, call Oranga Tamariki 0508 326459.

If there is no immediate danger follow the NHHA Concerns and Complaints Process outlined at Appendix 3 which provides a high level process flow chart.

More detail is included in the NHHA Concerns, Complaints and Whistleblower Policy.

### **Responding To A Disclosure From A Child Of Abuse Or Neglect**

It is vital that you respond in a way that ensures the child or young person feels supported and safe, and that they receive the help they need and ensure that you know to contact our Complaints Officer to share your concerns.

Ways children and young people may disclose abuse:

- Verbally – by telling you directly or by hints in their conversations.
- Behaviour or actions such as their interests, stories they write, their play or drawings.
- Third-party – this could be a friend of the child telling you, or something you have overheard that concerns you.

These are some of the ways that children and young people disclose abuse, and all should be taken seriously and acted upon. If the child or young person discloses abuse that happened in the past, it must be given the same level of response. It is not your role to investigate – only the Police or Oranga Tamariki can do that. Your role is to gather and share information with our Complaints Officer, Oranga Tamariki or the Police.

Things to Consider:

- There could be other children or siblings who are also at risk – unknown victims.
- The child or young person may have received threats of punishments or consequences of telling someone.
- The child or young person may be frightened and fearful of the consequences of disclosing.
- The same process must be followed if the disclosure relates to historic abuse.

### **Complaints Overview**

With respect to child protection and safeguarding and the particular sensitivities and vulnerabilities regarding complaints of this nature, NHHA is an agent of referral and not of investigation. This means that we do not have an investigation function within our organisation and will refer this out to an external agency when and where appropriate. External agencies, may include: Oranga Tamariki, the New Zealand Police and Child Protection Services.

For all concerns or complaints raised, NHHA will ensure:

- that the concern or complaint will be assessed fully, promptly and confidentially and appropriate and proportionate action taken;
- support will be provided to anyone who report accusations of abuse or inappropriate behavior;

- that any investigation within the control of NHHA is handled sensitively and confidentially where appropriate and possible;
- the Complaints Officer in conjunction with the CEO must inform employees or volunteers of any allegations against them;
- if required and appropriate, concerns will be reported to external authorities e.g. the Police or Oranga Tamariki;
- if required and appropriate, inform the parents/guardians and provide support to the family/whānau;
- that appropriate action is taken if members breach standards of reasonable behaviour;
- that it hold records of concerns and or complaints and maintain records on individuals in accordance with its obligations under the Privacy Act 2020.

In some circumstances, NHHA in its absolute discretion may decide that an investigation is necessary even where a formal complaint has not been made.

All people to which this Policy applies have the following responsibilities to:

- understand what is and what is not acceptable conduct and behaviour;
- ensure the child/children and young people are safe from immediate harm;
- model appropriate behaviour at all times;
- ensure the personnel within their supervision are aware of this Policy;
- listen and seek to fully understand concerns raised;
- intervene in any inappropriate behaviour, and seek to stop it;
- ensure that complainants are not victimised as a result of making a complaint;
- promote respect for each other;
- not retaliate if an issue is raised and provide support to those who may raise an issue;
- participate openly and honestly in any discussions or investigations;
- be aware of their own conduct and the potential impacts this may have on others; and
- accept personal responsibility for their actions.

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## CONFIDENTIALITY

NHHA has a clear stance on confidentiality. We insist that families and children in contact with our organisation are sure, for example, that personal and sensitive details which they have confided about their lives or family/whānua situations will not be talked about or passed on to others without their consent.

Depending on the nature of the harm or abuse an external agency will provide advice about who should be told, when they should be told and the kind of information which it is appropriate to share.

NHHA may for example seek advice from the Ministry for Children (Oranga Tamariki) and/or the Police before identifying information about an allegation is shared with anyone.

When collecting personal information about individuals, it is important to be aware of the requirements of the privacy principles under the Privacy Act 2020 – i.e. the need to collect the information directly from the individual concerned and when doing so to be transparent about: the purposes for collecting the information and how it will be used; who can see the information; where it is held; what is compulsory/voluntary information; and that people have a right to request access to and correction of their information

Employees may, however, disclose information under the Privacy Act 2020/Health Information Privacy Code 2020 where there is good reason to do so – such as where there is a serious risk to individual health and safety (see privacy principle 11/Code rule 11). Disclosure about ill-treatment or neglect of a child/young person may also be made to the Police or Ministry for Children (Oranga Tamariki) under section 17 of the Oranga Tamariki Act 1989 Children’s and Young People’s Well-being Act 1989.

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## EXTERNAL RESOURCES

Child, Youth and Family 0508 FAMILY (0508 326 459)  
Vulnerable Children’s Hub 0800 OUR KIDS

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## RELEVANT LEGISLATION

This Policy includes consideration of the following legislation:

- Employment Relations Act 2000;
- Harassment Act 1997;
- Health and Safety at Work Act 2015;
- Human Rights Act 1993;
- Privacy Act 2020;
- Harmful Digital Communications Act 2015;
- Crimes Act 1961 – Protection of Children;
- Oranga Tamariki Act 1989 Children’s and Young People’s Well-being Act 1989; and Vulnerable Children Act 2014.

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## OTHER RELEVANT POLICIES

Other relevant NHHA policies:

- NHHA Police Vetting Policy;
- NHHA Diversity and Inclusion Policy
- NHHA Harassment Policy;
- NHHA Health and Wellbeing Policy;

- NHA Concerns and Complaints and Whistleblower Policy;
- NHA Code of Conduct; and
- NHA Policy of Motor Vehicle Use and Driving;

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## QUESTIONS AND FEEDBACK

If you have any questions or feedback about this Policy, please contact the NHA CEO.

## APPENDIX

## APPENDIX 1

## Application for Coach / Manager / Volunteer position

Full Name \_\_\_\_\_

Maiden Name (If applicable) \_\_\_\_\_

Current Address \_\_\_\_\_

How long have you lived at this address \_\_\_\_\_ years

Previous address(es) (if you have lived at current address less than 5 years): \_\_\_\_\_

Telephone No \_\_\_\_\_

Date and Place of Birth \_\_\_\_\_

Previous experience/involvement in this or any other sports organization:

Do you agree to abide by the North Harbour Hockey Behavioural Agreement? (copy included with this form)

 Yes No

You have read and are aware of the contents in the Child Protection and Safeguarding Policy and understand your obligations under this policy (copy included with this form)

 Yes No

Have you ever been asked to leave a sporting organisation in the past? (If you have answered yes, we will contact you in confidence)

 Yes No

For the purposes of your application it is our policy to as for a pre-employment Criminal Record check and a Police Vetting Service check to be carried out. The purpose of the check is to make sure that people are not appointed who might be a risk to vulnerable people and to protect volunteers who freely give their time from false allegations.

You **must** tell us now if you have a case pending or if you have ever been convicted of any offence that might be relevant to fulfilling your position. Please complete below to give us the information and return it with your application.

Have you ever been convicted of a criminal offence or been the subject of a caution; or are you at present the subject of criminal investigations?

 Yes No

If so, please state below the nature and date(s) of the offences(s) \_\_\_\_\_

I understand that a Police Check will be carried out. I declare that the information I have given is accurate and I consent to the check being made.

Signed

Date

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**APPENDIX 2****NHHA Behavioural Agreement**

- I will respect the rights, dignity and worth of every person and treat everyone equally within the context of our sport;
- I will place the wellbeing and safety of the player or child above performance, and follow guidelines laid down by North Harbour Hockey and Hockey New Zealand;
- I will develop an appropriate working relationship with players based on trust and mutual respect, and will empower players to develop decision making capabilities. I will not exert undue influence to obtain personal benefit or reward;
- I will encourage and guide players to accept responsibility for their own behaviour and performance;
- I will always promote the positive aspects of hockey and never condone rule violations or the use of prohibited substances;
- I will aim to make hockey enjoyable and will promote fair play. I will give constructive feedback and encourage achievement rather than negative criticism;
- I will recognise the developmental needs and capacity of children/young people and manager them appropriately;
- I will abide by North Harbour Hockey 's position on bullying;
- I will consistently display a high standard of behaviour and appearance, and will be an excellent role model in front of children and young people. This includes not smoking, drinking excessive alcohol, using foul language or taking drugs in the company of young people;
- I will always work in an open environment. If I need to meet one-on-one with a young team member, I will do so with another adult;
- I will maintain a safe and appropriate distance from the young people in my care, recognising the sensitivity if environments such as changing facilities, toilets, accommodation etc.;
- If any form of manual or physical support is required, I will provide it openly, and consider the wishes of parents/carers, or involve them where appropriate;
- My communication with children or young people under my care will be limited specifically to the needs of the team and enabling me to carry out my role with North Harbour Hockey. I will not conduct communications of a personal or intimate nature with any child/young person in my care, either personally or via phone, texting or social media;
- I will immediately report any accusations made against me or my colleagues to North Harbour Hockey;
- Recognising the inequality of a relationship between adults and children/young people, the following practices are never to be sanctioned by employees, coaches, managers and volunteers:
  - Engaging in rough, physical or sexually provocative games;
  - Sharing a room/bath/shower with a child/young person;
  - Allowing or engaging in any form of inappropriate touching;



- Personal communication about matters outside the team – including verbal, phone, texting and social media
- Making sexually suggestive comments to a child/young person
- Spending time alone with a child/young person away from others. This includes driving a child/young person alone unless accompanied by another person
- Undertaking personal care of a child/young person, including inviting or allowing a child to your home. Ensure that a parent or carer is responsible for personal care;
- Allowing children/young people to use foul, sexualised or discriminatory language unchallenged
- Allowing bullying of any type to take place without taking the appropriate action;
- Reducing a child/young person to tears as a form of control;
- Allowing allegations made by a child to go unchallenged, unrecorded or not acted on.

Signed

Date

\_\_\_\_\_

\_\_\_\_\_

APPENDIX 3

NHHA Concerns and Complaints Process



