

ATWC Historic Abuse Complaints Frequently Asked Questions

What is abuse?

Abuse is defined as the harming (whether physically, emotionally, psychologically, or sexually), ill-treatment, neglect or deprivation of any person.

How do I make a complaint?

Click here <https://atwc.org.nz/abuse-in-care-royal-commission-of-inquiry/> to register that you wish to make a complaint. You will be contacted within 15 days.

How many times do I need to tell my story?

We recognise that reporting abuse of any kind is difficult and for those who have been abused, having to retell their story can be retraumatising. To address this, we have an Historic Complaints Facilitator (Facilitator) facilitate the entire process. This means that in most cases we expect that you will only have to outline your story once.

What will the Facilitator do?

The Facilitator will meet with you, hear your complaint, and ask what outcome you are seeking. The Facilitator will report this to a small, confidential subcommittee of the Board of Trustees. You will have the opportunity to check that you are happy with the way your story is being told. The Facilitator will also gather any information necessary to accompany your complaint and include that in the report.

Can I bring someone with me?

You are encouraged to bring a support person(s) to all the meetings that take place. If you do not have someone to bring, we can provide someone to accompany you if you wish.

Who is on the Board subcommittee?

This committee is made up of the Board Chair, the CEO of ATWC and two trustees.

Will my privacy be protected?

Just the Facilitator and the subcommittee of the Board of Trustees will see your personal details and the nature of your complaint. The whole Board will be informed a complaint has been made, but not the details unless you wish otherwise.

Can I get a lawyer to help me?

Yes, you are free to seek legal advice, but you do not have to in order to make a complaint.

Once the complaint process is completed, can I still talk about what happened to me?

Yes, there is no confidentiality clause involved in the resolution of a complaint.

Will I get an apology?

Part of the resolution process is making an apology. You can choose whether this is written or given in person (or both). We believe it is important to meet personally for the apology, but it is up to you.

Will I receive any money?

As part of the resolution of your complaint it may be appropriate for ATWC to offer tangible support to aid your ongoing healing.

What will happen to my information after my complaint has been resolved?

A summary of your complaint, the findings, and the outcome will be given to you and a copy will be filed in the Historic Complaints File held by the CEO. The Board will receive anonymised reports to ensure the complaints policy and processes are being followed correctly.