



*Manaaki Whaanau - Quality Family Services*

Jigsaw North as an agency is committed to providing a professional, confidential service to clients.

This confidentiality can only be questioned with the client if there is any concern from the counsellor that there are safety issues for children or other adults in the client's life. If you want to know more about this it is important to talk about it with your counsellor.

The agency also has a complaints procedure available for clients if they have any concerns or complaints that need addressing. In the first instance the procedure is to address your concern to the manager either verbally or in writing. The manager will then inform you of the next step.

Thank you for reading this, it is important that you know how our system works and what your rights are.