

## **NZOIA Complaints Policy**

### **Purpose**

This policy gives the procedure towards resolving complaints, or any type of problem, concern, or grievance about a NZOIA board member, staff member, assessor, member, or NZOIA process.

This policy applies to all employees, assessors and members of NZOIA regardless of their position or status.

### **Procedure**

Where an individual or agency indicates they wish to complain or make an allegation about the actions of a staff member, assessor, NZOIA member or NZOIA process they must make their complaint in writing addressed to the Executive Services Provider at [complaints@nzoia.org.nz](mailto:complaints@nzoia.org.nz). The Executive Services Provider will determine who is best to deal with the complaint within NZOIA. Best endeavours will be made to resolve the complaint within 20 working days. If this is likely to take longer, the complainant will be advised of this and the likely timeframe. The process to complain is as follows:

- The complainant needs to provide their name and contact details, preferably email address and mobile phone number.
- The complaint needs to identify who or what the complaint is about and, if in relation to a person, what capacity that person was acting in for NZOIA, in relation to the complaint.
- The complaint needs to outline in as much detail as possible what the complaint is about, providing any dates, locations or witnesses relevant to the complaint.
- Receipt of the complaint will be acknowledged within 2 working days.
- The complainant may be contacted for further detail before progressing the complaint.
- The person who is the subject of the complaint will be informed of the allegation or complaint within 5 working days of acknowledgement of the complaint and asked for an explanation.
- The complainant may be informed of this explanation and if dissatisfaction still exists an investigation will follow.
- If further investigation of the complaint is required, this may involve a further interview with the person who is the subject of the complaint and can also involve others referred by the complainant or the person who the subject of the complaint, staff, the technical sub-committee or Board members.
- If at any point the complaint is considered to relate to an issue of professional misconduct, the professional misconduct process will be instigated. Both the complainant and the person the subject of the complaint will be advised of this and any adjustments to timeframes for dealing with the complaint if they are necessary.
- The result of the investigation, its conclusions and recommendations will be recorded in a report.
- The report is shared with the person who is the subject of the complaint. Including any necessary restorative or corrective actions required.
- The complainant will be advised of the outcome of the investigation and subject to issues of confidentiality, a summary of the recommendations and follow up actions.

### Physical, Sexual or Emotional Abuse

Where there is an allegation of any abuse - physical, sexual, or emotional and a satisfactory conclusion for either the complainant or the Executive Services Provider is not reached, the person the subject of the complaint and the Board will be informed, and the matter referred to the **New Zealand Police**. In this case the following will apply:

- All necessary documentation and the investigation report will be made available to the authorities concerned.
- The Board will be informed at the earliest convenience and kept informed of developments. All actions will be minuted.

Where a matter has been escalated to the Chair of the NZOIA Board for consideration and the Chair is unavailable for any reason or where the Chair feels their ability to be impartial may be impaired, or where an allegation is made against the Chair, then another Board member will be appointed to conduct the inquiry using the same procedure.

### **Review**

This Policy will be updated as required and reviewed annually.

**Reviewed on:** 6 April 2022

**Update due:** December 2022