



## Complaints Policy

Date approved	July 2019
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Policy owner	Governance & Assurance

### Purpose

The purpose of this policy is to outline the Royal Commission of Inquiry's (the Commission) policy and process for responding to complaints.

### Scope

This policy and process applies to all formal complaints received by the Commission by members of the public.

### Principles

We will:

- ensure that all members of the public find it easy to make a complaint
- deal with all complaints sensitively, fairly and confidentially
- inform you if your complaint has been upheld, either wholly or in part, or not upheld
- if your complaint is justified we will apologise, try wherever possible to put the matter right and take steps to ensure that it does not happen again
- ensure we are continuously learning from complaints to improve what we do

### Making a Complaint

*How do I make a complaint?*

If you wish to make a formal complaint about the Inquiry, you may do so in the following ways:

- Email the Commission's Contact Centre at: [contact@abuseincare.org.nz](mailto:contact@abuseincare.org.nz)
- Post to PO Box 10071 The Terrace, Wellington 6011, New Zealand

It will help us deal with your complaint appropriately if you make clear when you contact us that you are doing so to raise a **formal complaint**.

All complaints should be provided in writing. However, where this is not possible for you to write your complaint, please contact us on 0800 222 727 to discuss how to get your complaint to us.

*What information will I need to provide?*

To ensure your complaint can be dealt with quickly and efficiently please provide the following information:

- Full name
- Postal address
- Email address
- Other relevant contact details (e.g. the details for your representative, where you wish to use one)
- Full details of the complaint
- Preferred method of contact (letter, email, phone)

If you have already tried to resolve your concerns informally, you should also provide details of the Inquiry member of staff who assisted you.

*How long do I have to make a complaint?*

Complaints will only be considered if they are received within 3 months of the matter complained of. If your complaint is not made within this timeframe, we will not examine your complaint.

*When will I receive a response to my complaint?*

- We will acknowledge your complaint **within 3 working days** of receipt; and
- We will reply to complaints **within 15 working days** of receipt.

If it is not possible to provide a response within these timescales, we will contact you to explain why there is a delay and the date by which we hope to provide a response.

## Stages in the complaint procedure

*Resolution prior to a Formal Complaint*

Individuals who are dissatisfied with the Commission will want someone to review their concerns as quickly as possible. The initial step is to contact the person you have dealt with and ask them to resolve the complaint informally. We will aim to do so by providing an explanation, apology or other appropriate outcome.

If we are unable to resolve your concerns satisfactorily you may wish to pursue the formal complaint process.

*Stage one – dealing with your complaint*

Formal complaints will be formally acknowledged by the Contact Centre. The complaint will be directed to the relevant Director or Manager responsible for the subject matter of the complaint, who will investigate your complaint and respond.

*Stage two – what to do if you are still dissatisfied*

If you are dissatisfied with the response received, you may refer your complaint to the Executive Director of the Commission. You should provide details of why you are dissatisfied.

*Stage three – escalation*

If you are not happy with the response received from the Executive Director and still feel that your complaint has not been adequately dealt with, you can contact the Chair of the Commission. The Chair is the final point of appeal for complaints.

If the complaint is about the Chair, please direct it to the Executive Director who will investigate and respond.

## **Confidentiality**

We will take care to maintain the confidentiality of your complaint.