



Time line and process for party making the complaint

Complaint is made - What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three- five days of receiving it, enclosing a copy of this procedure.
2. Where possible complaints will be resolved at first contact, these may be recorded on complaints register to ensure tracking and analysis of trends. Resolving complaints at first contact may result in the complaint being applied to a relevant Region or Club to resolve.
3. If unable to be resolved at first contact we will then investigate your complaint further. This will normally involve a report from all stakeholders concerned. Expected time frames will be communicated with parties.
4. All complaints will be dealt with integrity and in an equitable, objective and unbiased manner.
5. Once reports or investigation is complete a decision will be communicated to the parties involved. There is then 14 days if you wish to appeal the decision.
6. If there is an appeal parties will be invited to a meeting to discuss and hopefully resolve your complaint. Meeting to be held within the next 14- 21 days. (This meeting may be held via tele conference or online if appropriate)
7. Within five days of the meeting, communication will be sent to confirm what took place and any solutions that were agreed with you.
8. If you do not want a meeting or it is not possible to attend, a detailed written reply to your complaint will be sent, including suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.
9. At this stage, if you are still not satisfied, the complaint will be sent to the Waka Ama NZ Board/mediator to make a final decision.
10. This decision would be advised to you within 14 days of receiving your request for a final review, confirming the boards final position on your complaint and explaining our reasons.



Process for Staff

Receive and Acknowledge

All complaints will be acknowledged as received and forwarded to CEO for further comments. Complaints to be recorded (need to decide if this includes complaints resolved at first contact)

Acknowledgement by CEO to be made within documented timeframes. Note: If complaint involves CEO details will be sent directly to the board to resolve.

Staff to use one page complaint assessment report.

Assessment

- Identify the nature of the complaint
- Confirm if issues raised are within our control
- Confirm if they relate to the code of conduct.
- Confirm they are within the scope of Waka Ama

Consider

- How serious, complicated or urgent the complaint is
- The nature of the complaint
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

Manage the complaint

- Give the person making a complaint information or an explanation
- Gather information from the area that the complaint is about, or
- Investigate the claims made in the complaint.

Reasons for decision

- the outcome of the complaint and any action we took
 - the reason/s for our decision
 - the remedy or resolution/s that we have proposed or put in place, and
- any options for review that may be available to the complainant, such as an internal review, external review or appeal

Close the complaint

- How the complaint was managed
- The outcome/s of the complaint
- Any outstanding actions to follow up