



# Complaints Policy

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## 1 Purpose

For the purpose of the Complaints Policy for the Tararua District Council the following definitions apply:

**Enquiry** Any question regarding the Tararua District Council's policies, management, by-laws, services, regulations or relevant legislation.

**Complaint** Where an allegation is made regarding an employee of the Tararua District Council acting contrary to their duties as an employee.

Where an allegation is made regarding the Tararua District Council acting contrary to its by-laws, regulations, policies, legislative requirements, standards or Charter principles.

## 2 Enquiries

- a) Enquiries will be considered in an informal manner and will be dealt with by the department or staff concerned.
- b) Any enquiry may become a complaint.

**Note:** At this point the person making the enquiry must make it clear that they wish to lodge a complaint. The staff concerned will then advise the person of the following complaints procedure.

## 3 Complaints

- a) All complaints are to be received from the person concerned in writing to the appropriate Manager. Your complaint will be duly recorded/logged upon receipt.
- b) You will receive an initial response to your complaint in writing within 10 working days of receipt of that complaint.

**Note:** Complaints made under specific pieces of legislation will be dealt with according to the requirements of that legislation. You will be advised of the appropriate procedure and requirements.

- c) If you are not satisfied with the response to your complaint, you may refer the matter directly to the Chief Executive for review. Your complaint will be logged by the Chief Executive's office upon receipt.
- d) You will receive an initial written response from the Chief Executive within 10 working days of receipt of your request for review.
- e) If you remain unsatisfied with the response received to your complaint, and the Chief Executive's review, then the complainant may request that the Chief Executive refer the matter to the Council.
- f) The Council's decision regarding your complaint will be considered final and no further correspondence will be entered into (except as otherwise provided by legislation).

