

NZ On Air Irirangi Te Motu

External Complaints Procedure



December 2021

1. Introduction

1.1. NZ On Air values feedback from our stakeholders and the public and considers complaints as an opportunity to review and improve the service that we provide to our sector, as a government agency and Crown entity.

2. Our expectations of behaviour

2.1. NZ On Air employees and board members are expected to act honestly, conscientiously, reasonably and in good faith at all times and to be fair, impartial, responsible, and trustworthy.

2.2. Our employees must also comply with the [Te Kawa Mataaho Public Services Commission Standards of Integrity & Conduct](#).

2.3. Our board members must also comply with their obligations under the Crown Entities Act 2004 and the [Te Kawa Mataaho Public Services Commission Code of Conduct for Crown Entity Board Members](#)

2.4. We expect employees, board members, stakeholders and the public to behave in a manner that is dignified and respectful and free from discrimination, harassment, bullying and victimisation.

2.5. Making a complaint will not affect the level of service you receive or have any impact on funding decisions. However, unreasonable complaints may in themselves be a form of harassment and includes generally acting in way which makes a person fear for their safety, and would cause any reasonable person in the same situation to fear for their safety (e.g. using offensive/insulting language or behaviour). Harassment or any inappropriate behaviour towards a NZ On Air employee will result in your complaint being put on hold. Whilst the complaint is on hold, we will address the behaviour accordingly (either within NZ On Air or another appropriate agency).

2.6. At all times throughout the process, NZ On Air will maintain confidentiality, as far as possible, and respect your right to privacy. Complaints will be dealt with fairly and promptly and aligned with the principles of natural justice.

3. Who can make a complaint?

3.1. Complaints can be made by our stakeholders and members of the public.

4. What can complaints be about?

4.1.Complaints can be made about NZ On Air employees and/or board member behaviour when acting in their capacity as employee or board member.

4.2.Complaints about a funding policy or process rather than an individual decision, may be submitted through the formal complaints procedure below.

4.3.If your complaint is an appeal against a funding decision we have made, we can provide feedback about your application or proposal.

5. What complaints are not included in this process?

5.1.Complaints cannot be made about NZ On Air employees or board members when they are not acting in their capacity as employee or board member.

5.2.This procedure does not deal with complaints regarding the type of content that we fund or the scheduling and programming by broadcasting and production.

5.3.We do not reconsider funding decisions where we have followed our decision-making process correctly.

6. External Complaints Procedure

6.1.All complaints must be made within 90 days of the matter arising or when the matter first came to the attention of the complainant (whichever is the later).

7. Informal complaint (self-managed informal resolution process)

7.1.An informal complaint is a voluntary, structured interaction between the parties that is designed to help address and resolve an issue quickly. As a general rule, an informal complaint process will not receive a comprehensive investigation.

7.2.Stakeholders should contact the person they dealt with first to try to resolve the matter, or alternatively speak with the individual's manager. Informal complaints concerning a board member should be directed to our Complaints Officer.

7.3.If you do not feel comfortable raising the complaint yourself, a support person can raise it on your behalf.

7.4.If this is unsatisfactory or the behaviour continues after an initial discussion you may escalate to a formal complaint.

8. Formal complaint

8.1.Where you are not satisfied with the response to your initial informal complaint, or your complaint is serious in nature and requires investigation you can make a formal complaint.

8.2. NZ On Air has a nominated Complaints Officer, currently the Head of Corporate Services, who will acknowledge receipt of the complaint and indicate whether they have decided to investigate the matter (and if not, why not).

8.3. Formal complaints can be made in writing in English or Te Reo Māori (email or letter) or by audio recording (CD or USB stick). Where a complaint is made in Te Reo Māori, NZ On Air may engage an external provider to translate. Depending on availability of the provider an extended timeline may be required. In this instance NZ On Air will contact you directly to provide a new timeline.

8.4. Use our Formal Complaints Form or any of the submission options detailed above (8.3) and ensure your complaint includes:

- Your name, contact details and if applicable your organisation
- A brief summary of the complaint
- When it happened, where it happened and who was involved
- Who originally dealt with the matter (if applicable)
- What action(s) is/are requested to resolve your complaint
- Any other relevant information

8.5. Formal complaint must be submitted to our complaints officer.

The Complaints Officer
NZ On Air
PO Box 9744
Wellington 6141
New Zealand
Email: complaintsofficer@zonair.govt.nz
Ph: +64 4 382 9524

8.6. When your complaint has been received, we will:

- Acknowledge the complaint within 3 working days
- Respond in writing to the complaint within 20 working days
- If we are unable to meet this timeline, we will be in contact to explain why not and provide a new timeline.
- If you are not satisfied with the response, you can refer your complaint to an independent complaints review.

9. Independent complaints review

9.1. If you are not satisfied with our response, the Ombudsman may be able to assist. Their primary role is to investigate complaints against government agencies, but they have other important responsibilities as well.

- Check the [Make a complaint](#) page on the Ombudsman website.

- If you need advice, phone the Ombudsman's office on free phone 0800 802 602.
- Make a complaint to the Ombudsman online, or by email, letter or fax.
- If you haven't already tried to resolve the issue with us directly, the Ombudsman will decide you need to try that first.

9.2. Contact details

Ombudsman

Free phone: 0800 802 602

Email: complaint@ombudsman.parliament.nz

Website: www.ombudsman.parliament.nz

10. Monitoring Complaints

10.1. To improve what we do, we will:

- record all complaints and comments received about our services and procedures and the subsequent action taken
- keep a record of all complaints for three years from the date on which the complaint was received
- regularly monitor the number of complaints, their nature and the speed with which they are dealt with.
- where appropriate, reporting will be provided to the Board detailing relevant recommendations.