

PC020 Dealing with Complaints Policy

Adopted: December 2016

Next review by: December 2021

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1. Objective

The Far North District Council does not tolerate any forms of unsatisfactory, unreasonable or unacceptable behaviour. All complaints will be treated seriously and as soon as possible. Where complaints are proven, they will be dealt with in a serious manner and may lead to disciplinary action. For privacy reasons, it is important to keep any information confidential to those directly involved in the incident.

This policy provides an overview of principles when dealing with complaints and is available to everyone within Council (i.e. all employees, those on contract appointment or secondment into Council). In all cases a complaint must be lodged within a reasonable timeframe, ideally as soon as possible after the incident(s).

2. Scope

It shall be expected that everyone will comply with the requirements of this procedure, at all times.

If possible, the staff member should approach the person and try to resolve the matter amicably. However, when this is not possible, the person may approach their People Leader or the People & Capability – Business Partner for guidance to see resolution.

No one has the permission to escalate a complaint to the next level (i.e. a formal investigation) unless the complainant gives their express permission and is prepared to put the complaint in writing. In the event the complaint is deemed a possible serious misconduct the Manager - People & Capability or Business Partner will override the complainants request and investigate accordingly, whether complaint is received in writing or not.

3. Policy Statements

In order to provide a safe and comfortable environment for all staff an accessible procedure for handling concerns and complaints is in place and maintained, providing an open and fair way of resolving issues. Relevant legislation will be complied with.

4. Relevant Legislation, Policies and Procedures

Legislation	Employment Relations Act 2000 Privacy Act 2020 Human Rights Act
Council Policies and Procedures	Code of Conduct Policy Workplace, Harassment, Discrimination and Bullying Prevention Policy Disciplinary Matters Policy (in draft) Lodge a Complaint Process

5. Definitions (if applicable)

Term	Definition
Everyone	Includes all Far North District Council staff and those on contract, or secondment.
Complaint	Is a statement that outlining that something is unsatisfactory, unreasonable or unacceptable.
Complainant	The party who makes the complaint in a complaints proceeding.
Respondent	The party who the complaint has been made against.