

05 November 2024

Official information request 8140014652
(Please quote this in any correspondence)

Scott

By email: fyi-request-28643-18cec0f0@requests.fyi.org.nz

Tēnā koe Scott

Local Government Official Information and Meetings Act 1987

Re: Auckland Pool and Leisure Centres

Thank you for your email dated 03 October 2024, in which you requested information about Auckland Council's Pool and Leisure Centres. The specific details of your request and our response are below.

My interest is limited to the Council's Pool and Leisure Centres, in addition that involves a public user of the centre who is a member of the centre (i.e. paying via direct debit weekly fees).

Please provide the following.

- 1. Council policies in assessing the members conduct and how should the member be informed of the issue, including any other information that must be included with the communication i.e. review options or similar.***
- 2. Policies of bullying by employee involving members on council grounds.***
- 3. Policies involving making a decision whether it is appropriate to terminate their membership, the manner such a decision is notified and whether any dispute resolution, review or invitation for the members side if this issue is heard.***

When members complete the Pools and Leisure membership application form, attached, they agree and are expected to behave according to the Terms and Conditions of their membership found [here](#) including the circumstances when memberships may be terminated. Information [here](#) on the 'No Excuse for Abuse' campaign highlights how our staff deserve respect from the public.

The attached documents 'Managing Customer Interaction Process' and 'Serving Aucklanders – what you need to know' serve as general guides for all staff, including Pools and Leisure kaimahi, when handling customer interactions.

Council's response to an interaction or incident may vary based on factors such as time, place and circumstance. Without details of a specific incident or case regarding any particular member's conduct we are unable to provide detailed feedback but in general our staff follow a similar process if a customer conduct issue has been raised to or by a staff member.

The process generally follows the steps below:

1. We prefer to have an initial conversation with the customer concerned in person or on the phone. For example: this may be a lifeguard on poolside informing the customer that an observed behaviour is unreasonable or unacceptable, or a Team Leader contacting the member by phone to describe an observed behaviour that does not meet our terms and conditions.
We consider this an educational step and strive to agree a mutually acceptable corrective action. The staff member may issue a verbal warning.
2. This may be followed up via email or letter if the matter requires formal notification.
3. Incidents of a more serious nature or a continuation of undesirable behaviours may result in the issuance of a written warning, or termination of membership, or a temporary ban from the facility or programme.
4. In serious circumstances, for example where the health and safety of other customers or staff is at risk, or a crime has been committed, an immediate trespass notice may be issued.
5. If a customer requests a review of a decision made by a staff member, the request can be escalated to the next-level manager, or higher, depending on the seriousness or complexity of the incident.
6. These interactions and communications are recorded in the member profile held in the Pools and Leisure customer management system. There is opportunity at each stage of the process for the customer or member to respond to the verbal or formal written notifications.

Council's 'Our Charter' principles have been adopted by the council group to set the expectations and bottom lines for conduct for all staff to meet, regardless of role, location or seniority. One of the six Our Charter principles, "We Look After the People We Serve", attached, describes Council's commitment to providing high quality services. It also sets the bottom-line behavioural requirement that "We are professional, respectful and courteous towards the people we serve. We don't tolerate unprofessional behaviour, disrespect or abuse towards anyone". Our Customer Promise can be found [here](#) which outlines what customers can expect from us.

If a customer believes that a council staff member has breached one or more of the Our Charter principles or if they are unhappy with a decision or service council has provided, there is a formal complaint process available to them. More information on how this can be done and the complaints policy can be found [here](#).

4. **The delegate authority level (i.e. senior centre manager, centre manager, team leader, customer support) to,**
 - **investigate and report on a members conduct including reaching a conclusion.**

Team Leader.

- **to sign off the investigation/conclusion report**

Centre Manager, HSW Business Partner.

- **to make a finding of a notifiable issue of unacceptable conduct.**

Centre Manager or Senior Centre Manager, depending on circumstances.

- **to cancel the public's membership.**

Centre Manager, or delegated authority, depending on circumstances.

Please note that the positions listed above apply to general circumstances; however, the delegated authority for decision-making may vary depending on the specifics of the issue. In most cases, the Centre Manager or Senior Centre Manager (Area Manager) is the appropriate level of leadership to manage membership and customer issues. If a decision is disputed or a formal complaint is raised, the matter escalates through the management structure as required.

Some information in the attachments is withheld under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987, to protect the privacy of natural persons.

Decisions relating to the information that is being released to you were made by **Claire Stewart, General Manager - Pools and Leisure.**

You have the right to complain to the Ombudsman if you believe we have not responded appropriately to your request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you have any further queries, please contact me on 09 301 0101 quoting official information request number 8140014652.

Ngā mihi



Amanda Pillay
Privacy and Official Information Business Partner
Customer Experience and Digital Services