



1 July 2025

Monica

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Tēnā koe Monica

Thank you for your submissions dated 2 June 2025 to the Ministry of Social Development (the Ministry) made via the fyi.org website, regarding call centre policies and complaints processes. I am responding on behalf of the Chief Executive.

The Ministry has several avenues for where complaints are directed and the responsibility of these depends on the nature of the complaint. 'Appropriate business units' refers to any or all business units within the Ministry.

The appropriate business units that complaints are escalated to may include several teams which are required to be involved with addressing complaints as subject matter experts.

A complaint may be received and recorded by any Ministry staff member or may be received directly through an online complaint webform on the Work and Income website. This webform will route the complaint to a staff member within the person's region where possible. Staff will then ensure it is sent to the appropriate business unit to action.

Complaints may be responded to directly, through a client's nearest Work and Income Service Centre, or at times some escalated complaints are responded to on behalf of the Chief Executive.

Contact centre staff are not permitted to hang up on clients, without good reason. Staff are provided with training and information on how to appropriately engage with clients.

There are times where a call may disconnect, such as during a technical outage or an emergency. If call centre staff are aware that they need to disconnect a call, they are trained to let the caller know beforehand, where possible. If they are going to disconnect a call due to a client's inappropriate behaviour, this is usually after first requesting the client to change their behaviour and a warning being given prior to disconnecting the call. The Ministry has zero tolerance for threatening or abusive behaviour from clients.

Call Centre staff receive specific training on how to correctly document interactions


with clients who have been successfully identified on their individual client records; this includes making notes.

There are some exceptions to making notes on client records. For example, when a caller is not a client or only asks for general advice or information such as their client number or appointment time, this may not be noted. Additionally, if a call disconnects before any meaningful engagement occurs, a note may not be made.

While some recent system enhancements have reduced the need for manual notes in specific scenarios, note-taking remains a key part of good practice and quality assurance of the Ministry's services.

I appreciate you taking the time to write on these matters.

Nāku noa, nā

*p.p.* 

Anna Graham  
General Manager  
Ministerial and Executive Services