



NZ On Air | Irirangi Te Motu External Complaints Policy

November 2023

1. Purpose

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. This Policy establishes clear expectations of behaviour and responsibilities, and procedures for dealing with external complaints.

2. Scope

1. As a government agency, our actions are a matter of public interest and, therefore, this policy applies to our stakeholders and all employees and board members of NZ On Air.
2. The Head of Corporate Services is currently our nominated complaints officer.

3. Expectations of behaviour

1. NZ On Air employees and board members are expected to act in accordance with our NZ On Air Values of Manaakitanga (Care), Kaitiakitanga (Guardianship) and Māia (Courage).
2. Our employees must also comply with the [Te Kawa Mataaho Public Services Commission Standards of Integrity & Conduct](#).
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](#).
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.

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 a way which makes a person fear for their safety, or 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 NZ On Air employees or board members 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 other appropriate agency).

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

4. External Complaints Procedure

1. Our procedure for external complaints is published on the NZ On Air website. It details:

1. Expectations of behaviour (as above)
2. Who can complain, what they can complain about and what complaints are not covered under this policy.
3. The Procedure as it relates to:
 - Informal Complaints
 - Formal Complaints
 - Independent Complaints Review
4. Complaints about Funding Decisions and Policy
5. Monitoring Complaints

5. Who is responsible for what?

Position	Responsible for:
Complaints Officer (HoCS) and/or HR	<ul style="list-style-type: none"> • Receiving formal complaints relating to employees as the Complaints Officer • Receiving formal and informal complaints relating to board members as the Complaints Officer • Acknowledging receipt of complaints (within 3 working days) and, in consultation with the Chief Executive, confirming course of action (within 20 working days) • Investigating formal complaints • Engaging an external investigator when appropriate and/or law enforcement • Liaising with external providers to translate any complaints in te reo Māori • Reporting complaints, where appropriate, to the Board • Maintaining a confidential record of complaints and the subsequent action taken • Following our expectations of behaviour as outlined in the External Complaints Policy
People managers	<ul style="list-style-type: none"> • Receiving informal complaints (other than those relating to board members) • Acknowledging receipt of complaint (within 3 working days) and, with support of the Complaints Officer in consultation with the Chief Executive, confirm course of action (within 20 working days)

	<ul style="list-style-type: none"> • Maintaining confidentiality concerning any complaint and/or investigation • Following our expectations of behaviour as outlined in the External Complaints Policy
Employees	<ul style="list-style-type: none"> • Receiving informal complaints • Acknowledging receipt of complaint (within 3 working days) and, with support of the Complaints Officer in consultation with the Chief Executive, confirm course of action (within 20 working days) • Maintaining confidentiality concerning any complaint and/or investigation • Following our expectations of behaviour as outlined in the External Complaints Policy
Board members	<ul style="list-style-type: none"> • Maintaining confidentiality concerning any complaint and/or investigation • Following our expectations of behaviour as outlined in the External Complaints Policy

6. Relevant Legislation

Applicable legislation influencing this policy (as updated and amended from time to time) includes, but is not limited to, the following Acts:

1. Employment Relations Act 2000
2. Health and Safety at Work Act 2015
3. Harassment Act 1997
4. Human Rights Act 1993
5. Broadcasting Act 1989
6. Crown Entities Act 2004
7. Privacy Act 2020
8. Public Service Act 2020

7. Links

1. [Te Kawa Mataaho Public Services Commission Standards of Integrity & Conduct](#)
2. [Te Kawa Mataaho Public Services Commission Code of Conduct for Crown Entity Board Members](#)
3. [Human Rights Commission Website](#)
4. [WorkSafe New Zealand](#)
5. [Ombudsman website](#)

8. References

1. [Link here relevant policies as and when they are developed and approved by the Board]
2. Our NZ On Air Values