



NZ On Air | Irirangi Te Motu

External Complaints Procedure

November 2024

In line with our values of manaakitanga, kaitiakitanga and māia, we aim to ensure we uphold the mana of everyone who engages with and through Irirangi Te Motu | NZ On Air.

That means we expect people to behave in accordance with all relevant legislation and regulations but more importantly that every individual is treated respectfully.

Our Code of Conduct outlines the expectations we hold for ourselves, our funding stakeholders and those engaging with us. Where you believe we have failed to uphold our Code of Conduct you can complain using the following process.

Complaints about our people or processes

We aim to be approachable and open to discussions but if talking to one of our staff or their manager hasn't resolved a situation and you believe we may have breached our [Code of Conduct](#) or have not followed our own or statutory processes, you are entitled to submit a formal complaint. Please note we can only accept complaints about our staff or board members where the issue arises from their work at NZ On Air.

Complaints about what we fund

While we take transparency and accountability very seriously, as a funding agency sometimes we can't provide information or respond to complaints due to commercial sensitivity or privacy of an applicant.

We also **don't** accept complaints about:

- Funding decisions where our processes have been correctly followed
- Use of Te Reo Māori in our funded content or any of our communications (Te Reo Māori is an official language)
- The type of content that we fund (this is outlined in our Investment Strategy)

And we **can't** accept complaints about:

- Scheduling and programming by broadcasters and production companies (please contact them directly)
- Editorial content. Once a project is funded, we have no editorial control. Please contact the broadcast platform, production company or the Broadcasting Standards Authority if you have complaints about editorial content.
- Complaints regarding policies outside NZ On Air's remit or control.

Complaints about those receiving NZ On Air Funding

Those receiving NZ On Air funding are also required to adhere to our [Code of Conduct](#), relevant statutory obligations and industry standards. Where you believe an organisation or person receiving NZ On funding has not lived up to these expectations you are entitled to raise that with them in the first instance or with us as a formal complaint if you receive no satisfactory response. We will assess whether your complaint sits within our remit to fund or not fund content. As we are not able to investigate complaints beyond that remit, we may direct you to a more appropriate independent body depending on the nature of your complaint.

Complaints about not being funded

In every funding round we must turn down excellent applications because our funds can only stretch so far. The Funding team are happy to provide feedback to unsuccessful applicants and you can contact them to arrange a feedback session. We do not accept appeals to our funding decisions where we have followed our decision-making process correctly, or in the case of the Games Development Sector Rebate, correctly followed eligibility criteria.

How to lodge a formal complaint

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. NZ On Air has a nominated Complaints Officer, the Head of Operations, Partnerships and Culture.

Complaints will be dealt with fairly and promptly and aligned with the principles of natural justice. This means while we will treat all information as confidential, for ethical reasons, we are generally required to share a complaint with the subject of that complaint so they can respond if necessary. If your complaint is anonymous, we may not be able to investigate your complaint fully or uphold.

Timeline

Formal complaints need to be made within 90 days of the matter arising or first coming to the attention of the complainant (whichever is the later).

We will endeavour to meet the following deadlines:

- Acknowledge receipt of the complaint within 3 working days
- Uphold/decline the complaint within 20 working days.

If we are unable to meet this timeline, we will be in contact to explain this and provide a new timeline. Where a complaint is made in te reo Māori, NZ On Air may engage an external provider to translate. Depending on availability of a translator, an extended timeline may be required. In this instance, NZ On Air will contact you directly to provide a new timeline.

Where to send your complaint

Complaints need to be sent to the Complaints Officer at NZ On Air using the subject line Formal Complaint. You can send your complaint through any one of these options.

- Letter to
 - The Complaints Officer,
NZ On Air,
PO Box 9744
Wellington 6141
- Email: complaintsofficer@nzonair.govt.nz or
- Ph: +64 4 382 9524 to arrange to lodge an audio complaint
- As a recorded audio or video sent via a link or file

Please ensure you include the following information:

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

Our complaints process does not override your right to ask for information under the Official Information or Privacy Acts and you can find more information [here](#).

Independent complaints review

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 freephone 0800 802 602.
- Make a complaint to the Ombudsman online, or by email or letter
- If you haven't already tried to resolve the issue with us directly, the Ombudsman will decide if you need to action that first.

Ombudsman

- Freephone: 0800 802 602
- Email: complaint@ombudsman.parliament.nz
- Website: www.ombudsman.parliament.nz

Monitoring Complaints

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 that the complaint was received
- Regularly monitor the number of complaints, their nature and the speed with which they are dealt with
- Where appropriate, report to the NZ On Air Board