

External Complaints Policy

Principles

The New Zealand Film Commission values feedback from our stakeholders and we consider complaints as an opportunity to improve the service we provide to our industry, as a government agency.

Where a complaint is made, the NZFC undertakes to take all reasonable steps to understand and resolve the matter to the satisfaction of all parties involved.

Making a complaint will not affect the level of service provided or have any impact on funding decisions. However, unreasonable complaints may in themselves be a form of harassment.

This policy applies to all external stakeholders working with the NZFC, and also covers employees, secondees, interns, independent consultants, contractors, or Board members, working for, or providing services to the NZFC.

Our expectations of our Stakeholders' behaviour

I am committed to providing a workplace in which all parties are treated with dignity and respect.

NZ Film Commission's organisational value "*Professionalism and fairness drive how we act and what we expect*" guides our expectations of both internal and external parties in their day to day activities.

When we treat each other well, all parties benefit. When we do not, the impact can be damaging to individuals, organisations and our industry.

Both internal and external stakeholders may follow our external complaints policy if they feel that they have not been treated in line with this value. Making a complaint under this procedure is a serious matter and will be responded to as such. Unreasonable complaints may in themselves be a form of harassment.

I call on all our internal and external stakeholders to actively support me in providing a professional and fair work environment, in support of the New Zealand screen industry.

Dame Kerry Prendergast

Chairperson

Our Approach

Complaints will be resolved following these principles:

- Professionalism and fairness drive how we act and what we expect
- We will follow an efficient and accessible process
- We will maintain confidentiality
- We will investigate and respond to complaints in a timely and consistent manner

Complaints Process

NZFC has a nominated Complaints Officer, currently the Chief Operating Officer, who will investigate and respond to any complaints. All complaints must be made within three months of the matter arising.

The Ombudsman provides the following guidance when making a complaint to an agency:

- Avoid becoming abusive or aggressive or blaming people for the problem. Instead, explain that you are giving the agency a chance to fix a mistake or omission.
- Make sure your demands are reasonable. If they are realistic, you are more likely to get what you ask for.

Step 1 – Resolving Issues as they Arise

Where there has been an issue, stakeholders should first try to resolve the matter with the individual, or alternatively, speak with the manager of the individual or team concerned. If this is unsatisfactory, they may escalate to Step 2.

Step 2 – Written Complaint

Complaints may be made in English or Te Reo and may be in written (email or letter) or oral format (i.e. submitted on a CD or a USB stick).

Complaints should include the following details:

- Name* and where relevant, organisation name (*see detail on anonymous complaints below)
- Contact details
- A brief summary of the complaint
- Details of when the incident happened and who was involved
- What action is requested to resolve your complaint

Complaints may be submitted as follows:

Email: complaintsofficer@nzfilm.co.nz

Post: The Complaints Officer, NZ Film Commission, PO Box 11 546, Manners Street, Wellington 6142

When we receive a complaint, we will:

- Acknowledge the complaint within 3 working days
- Respond in writing to the complaint within 10 working days
- If we are unable to meet this timeline, we will be in contact to explain why not and provide a new timeline.

Step 3 – Refer to Ombudsman

If the complainant is not satisfied with our response, the Ombudsman may be able to assist. The Ombudsman can investigate complaints about state sector agencies. Further information, including an online complaints form, is available at this link:

<http://www.ombudsman.parliament.nz/make-a-complaint/complaining-about-state-sector-agencies-551307131224760>

The Ombudsman's contact details are:

Email: info@ombudsman.parliament.nz
Fax: +64 04 471 2254
Post: The Ombudsman, PO Box 10152, Wellington 6143
Phone: 0800 802 602

The Ombudsman normally prefers that complaints are first raised with the state sector agency directly.

Complaints about the CEO and/or Board

Where a complaint relates to the conduct of the CEO, this may either be referred to the Complaints Officer, or, if preferred by the complainant, directly to the Chairperson of the Board.

If the complaint relates to the conduct of the Board itself, this may be referred to the Ministry of Culture & Heritage, via the NZFC Complaints Officer.

Anonymous complaints

Anonymous complaints will be investigated, as far as is possible to do so. It should be noted that, without being able to provide full details of the matter to the relevant staff member, a full response will be more difficult to provide. In particular, it will not normally be possible to take any disciplinary action, if required, with a staff member, on the basis of anonymous complaints.

Complaints about Funding Decisions / Policy

NZFC does not investigate complaints or reconsider decisions where we have followed our funding decision-making process(es) correctly.

Complaints about a funding policy or process, rather than individual decisions, may be submitted through this process.

Monitoring

The Complaints Officer will review all complaints on a quarterly basis, to analyse trends and look at any organisational / industry root causes. The Officer will make any relevant recommendations to the organisation and will provide reporting to the Board.

Stakeholder Survey

NZFC undertakes a bi-annual stakeholder survey, using an external provider to ensure confidentiality is maintained. This provides aggregated data that allows the organisation to identify trends and patterns and take any appropriate corrective action needed. Stakeholders are encouraged to make use of this mechanism for providing regular feedback.

POLICY APPROVED BY	NZFC Board
EFFECTIVE DATE	18 September 2019
DATE OF NEXT POLICY REVIEW	(2 years from issue)
TEAM RESPONSIBLE FOR POLICY	Human Resources