

Compliments and Complaints Policy

Help us make sure your experience with Careerforce is a good one.

Service Expectations

When receiving a service from Careerforce, you should experience the following:

- Being treated with respect
- Having your privacy and diversity respected
- Not being discriminated against, coerced, harassed or exploited in any way
- Having services provided in a way that respects your dignity, mana and independence
- Receiving an appropriate standard of service/support that:
 - Is provided with reasonable care and skill
 - Complies with legal, professional, ethical and other relevant standards
 - Is consistent with your needs
- Effective communication with our team – we will do our best to communicate openly, honestly and effectively

Compliments and complaints can be submitted via completion of our online form [Compliments and Complaints Form](#) or in writing to Compliments and Complaints Officer, Careerforce, PO Box 2637, Wellington or by phoning 0800 277 486 and asking to speak to the Compliments and Complaints Officer.

How we resolve complaints

We will aim to acknowledge receipt of your complaint in writing within 5 working days. Within 10 working days of our acknowledgement, we will tell you one of three things:

- If an investigation is required for your complaint. We will tell you about the reasons for our decision to investigate and any reasonable actions that we will take and/or if there is any further information that we need.
- If an investigation will not take place and the reasons for our decision and detail around next steps.
- If a response requires more than 20 working days, we will explain why and tell you when we will provide you with a further update.

If an investigation is required

How we investigate your complaint depends on the nature of the complaint. We may do any or all of the following:

- Interview the person who made the complaint and take statements from any others involved.
- If necessary, once we have identified the parties, and with the agreement of all parties, facilitate a discussion between the person who made the complaint and the respondent, team or process that is being complained about.
- Review relevant evidence.
- Use any other investigative methods as necessary and appropriate. If we have concerns that your complaint is of a criminal nature, we will notify the police.

When we finish investigating, we will write to you and tell you the outcome of our investigation.

How you can appeal

If you are dissatisfied with the outcome of investigation process, you can appeal to the Executive Director in writing to Executive Director, Careerforce, PO Box 2637, Wellington.

- If you wish to contest the outcome, you will need to make an appeal in writing within 10 working days.
- As part of your written appeal, clearly outline why you are dissatisfied with the decision – attach supporting documentation and copies of any correspondence you would like reviewed.

We may not be the right organisation to deal with your complaint

All complaints should be raised with Careerforce first through via the online form or in writing to the Compliments and Complaints Office, Careerforce, PO Box 2637, Wellington. If we cannot resolve your complaint, you are not happy with the outcome following escalation to the Executive Director of your complaint or your complaint is not really for Careerforce to manage, we may look to refer your complaint to one of the following:

[Home | Tertiary Education Commission \(tec.govt.nz\)](http://tec.govt.nz)

[The New Zealand Qualifications Authority: NZQA](http://nzqa.govt.nz)

[Human Rights Commission \(tikatangata.org.nz\)](http://tikatangata.org.nz)

[Office of the Privacy Commissioner | Home](http://privacy.org.nz)

Feedback about process

Careerforce is open to receiving feedback about our current complaints process to ensure it is fit for purpose and meets the needs of all parties involved. If you would like to provide feedback on our current process, please provide this feedback in writing to Compliments and Complaints Officer, Careerforce, PO Box 2637, Wellington.