



Ministry for  
**Ethnic  
Communities**  
Te Tari Mātāwaka



# Complaints Procedure



**Te Kāwanatanga  
o Aotearoa**  
New Zealand Government

## Complaints Procedure

### Purpose

This is an outline of the process and procedures that apply to complaints received by the Ministry for Ethnic Communities (MEC) from members of the public.

In managing complaints, the Ministry will:

- ensure that all members of the public find it easy to make a complaint
- deal with all complaints sensitively, fairly and confidentially
- inform you if your complaint has been upheld, either wholly or in part, or not upheld
- if your complaint is justified we will apologise, try wherever possible to put the matter right and take steps to ensure that it does not happen again

### The Complaints Process

Complaints are managed in three steps:

1. Early Resolution – initial and informal resolution
2. Making a complaint in writing to the Ministry, investigated by the Senior Manager of the business unit involved.
3. Complaint escalated to the Chief Executive, Ministry for Ethnic Communities.

### Early Resolution

The initial step is to contact the person you have dealt with and ask them to resolve your concern(s) informally.

If you are not satisfied with the outcome, you may wish to pursue the complaint process.

### Making a Complaint

To make a complaint, please send your complaint in writing to:

Complaints

Ministry for Ethnic Communities

PO Box 805

45 Pipitea Street

Thorndon

Wellington 6011

Or by email to [complaints@ethniccommunities.govt.nz](mailto:complaints@ethniccommunities.govt.nz)

To ensure your complaint can be dealt with quickly and efficiently please provide the following information:

- Full name
- Postal and email address
- Contact telephone number
- Other relevant contact details
- Full details of the complaint - what happened, dates and any relevant supporting documents (e.g. emails)
- The outcome you are seeking
- Preferred method of contact (letter, email, phone)

If you have already tried to resolve your concerns informally, you should also provide details of the Ministry member of staff who assisted you.

Complaints will be acknowledged within five (5) working days of receipt.

Within ten (10) working days of receiving a complaint, the Senior Manager will determine whether the complaint requires further investigation, will start an investigation if one is needed, and decide how much, if any, additional time is required to resolve the complaint.

You will immediately be informed of the action taken, and the expected time before resolution.

### **Complaint Escalation**

If you are dissatisfied with the response received as an outcome of making a complaint, you may refer your complaint to the Chief Executive of the Ministry for Ethnic Communities for further consideration. You should provide details of why you are dissatisfied with the initial outcome.

Please send in writing to:

Chief Executive

Complaints

Ministry for Ethnic Communities  
PO Box 805  
45 Pipitea Street  
Thorndon  
Wellington 6011

Or by email to [complaints@ethniccommunities.govt.nz](mailto:complaints@ethniccommunities.govt.nz) using a subject line Chief Executive, Complaints

Complaint escalation will be acknowledged within five (5) working days of receipt.

You will be informed of the action taken, and the expected time before resolution.