

Complaints Policy			
Approved by:	Council		
Department:	Governance		
Date Approved:	July 1998	Reviewed:	27 March 2017 (under review)
Next Review Date:	9 May 2017	DOC ID:	345830
Relevant Legislation:	N/A		
NCC Documents Referenced:	N/A		

Policy

For the purpose of the Napier City Council Complaints Policy, the following definitions apply:

Enquiry Any question regarding an employee of the Napier City Council acting contrary to their duties as an employee.

Complaint Where an allegation is made regarding an employee of the Napier City Council acting contrary to their duties as an employee.

Or

Where an allegation is made regarding the Napier City Council acting contrary to its Bylaws, regulations, policies, legislative requirements, standards or Charter principles.

1. Enquiries

- 1.1. Enquiries will be considered in an informal manner and will be dealt with by the department concerned.
- 1.2. Any enquiry may become a complaint

Note: At this point the person making the enquiry must make it clear that they wish to lodge a complaint. The staff concerned will then advise the person of the following complaints procedure.

2. Complaints

- 2.1. All complaints are to be received from the person concerned in writing to the appropriate head of Department. Your complaint will be duly recorded/logged upon receipt.
- 2.2. You will receive an initial response to your complaint in writing within 7 working days or receipt of that complaint.

Note: Complaints made under specific pieces of legislation will be dealt with according to the requirements of that legislation. You will be advised of the appropriate procedure and requirements.
- 2.3. If you are not satisfied with the response of your complaint, you may refer the matter directly to the Chief Executive for review. Your complaint will be logged by the Chief Executive's office upon receipt.
- 2.4. You will receive an initial written response from the Chief Executive within 7 working days of receipt of your request for a review.
- 2.5. If you remain unsatisfied with the response received to your complaint, and the Chief Executives review, then the complainant may request that the Chief Executive refer the matter to the Council.
- 2.6. The Council's decision regarding your complaint will be considered final and no further correspondence will be entered into (except as otherwise provided by legislation).