

On occasions our service falls below the high standards we set for ourselves and we welcome the opportunity to put things right.

This leaflet highlights our formal complaints procedure. A full copy can be found on our website at www.mackenzie.govt.nz

You can get in touch with us to register a complaint in the following ways:

By email:
info@mackenzie.govt.nz

By telephone:
(03) 685 9010

Via our website:
www.mackenzie.govt.nz

By letter:
Customer Service
Mackenzie District Council
P.O. Box 1234
Fairlie 7925

IMPORTANT INFORMATION

Support

The Council encourages customers to seek the support of a family member or friend in submitting the complaint. Where someone is acting on behalf of the complainant you must notify us at the start of the process.

Confidentiality

Complaints will be dealt with in confidence, consistent with the needs of the investigation.

Behaviour

MDC has a zero tolerance policy towards harm, abuse or threats. Where staff handling a customer complaint deem a complainant's behaviour to be inappropriate the investigation will be suspended until behaviours have been modified.

Use of Information

Monitoring of our compliance policy will be undertaken. This information used to monitor our performance, highlight areas of failure and feed into the process for identifying areas for service improvement.



HOW TO MAKE A COMPLAINT

Mackenzie District Council
'Fostering Our Community'

STAGE ONE

We will acknowledge your complaint within two working days of receipt and appoint an investigating officer. This is the person that will handle your complaint.

We will request more information if required and provide information about how to escalate the complaint if you are unhappy with the outcome.

Once we have received all the information we require from you, the investigating officer will contact you with a response within ten working days.

We hope to have resolved the issue to your satisfaction. If you are not happy you can escalate the complaint to Stage 2.

STAGE TWO

Your complaint will be escalated to the relevant General Manager and we will acknowledge this within two working days.

We will request more information if required and provide information about how to escalate the complaint if you are unhappy with the outcome.

Once we have received all the information we require from you, the General Manager will contact you with a response within ten working days.

We hope to have resolved the issue to your satisfaction. If you are not happy you can escalate the complaint to Stage 3.

STAGE THREE

Your complaint will be escalated to the Chief Executive Officer and we will acknowledge this within two working days.

We will request more information if required and provide information about how to escalate the complaint if you are unhappy with the outcome.

Once we have received all the information we require from you, the Chief Executive Officer will contact you with a response within ten

We hope to have resolved the issue to your satisfaction.

This is the final stage of our complaint process.