



File Ref: SDE 32

**WORKFORCE (IMMIGRATION NEW ZEALAND)
INTERNAL ADMINISTRATION CIRCULAR NO: 09/07**

To: All Workforce/Immigration New Zealand (INZ) staff **Date:** 23 July 2009

Client Complaint Resolution Process

Please **READ** this information and ensure that all staff members are aware of what is required of them.

Introduction

1. The purpose of this Internal Administration Circular (IAC) is to advise staff of a two stage Client Complaint Resolution Process (CCRP), which replaces the Deputy Secretary Complaints Process dated August 2006.

Background

2. A review of the Deputy Secretary Complaints Process began in 2008 and internal consultation was carried out. The aim of the review was to look for opportunities to streamline and clarify the complaints process for clients, their representatives and for staff. Recently the Senior Management Group has approved the CCRP.

Overview of the Client Complaint Resolution Process

3. The attached CCRP documentation includes full information about the process, including process maps and guidelines.
4. In order to provide clients and their representatives with easily accessible information about the process, the immigration website has been updated with a direct link to the complaints process from the Home Page. In addition, a dedicated email address for access to the Deputy Secretary stage of the process has been created.

Key Information about the Process

5. The CCRP makes it clear that first time complaints need to be addressed to the branch or other work unit where the matter arose. The documentation provides guidance for the handling of such complaints received directly by branches or via the Resolutions Team Complaints Co-ordinator.
6. Only those complaints that have not been able to be resolved at the branch or equivalent level will enter the Deputy Secretary stage of the process which involves Regional Managers (or their 4th tier equivalents) and which may involve the Deputy Secretary directly.