

VISA PAK ISSUE 417 — 20 SEPTEMBER 2019

COMPLAINTS AND FEEDBACK – CHANGES TO IMMIGRATION NEW ZEALAND’S (INZ’S) COMPLAINTS AND FEEDBACK SYSTEM (CFS) TO SUPPORT THE NEW TEAM STRUCTURE

The Central Feedback Team (CFT) has requested that changes be made to CFS and the integrated mailboxes to support INZ’s new structure that comes into effect on Monday 30 September 2019.

Team changes

Changes to CFS will be made on Saturday 28 September 2019 to allow the CFT to test over the weekend and ensure that CFS and the integrated mailboxes are working correctly. All users will be given access to a new team in CFS based on the new structure. At this stage, access to the previous team will remain until all complaints have been actioned. For example, on Saturday 28 September 2019 a user previously in CRIS - Border will also be given access to BVO – Border. All complaints received before Monday 30 September 2019 for Border will be allocated to CRIS – Border, and from 30 September 2019 they will be allocated to BVO – Border.

Users will have access to their previous team and their new team in the Office Dashboard in CFS.

Please see the attached document to confirm your new team and mailbox. In some instances new teams have been created and are highlighted in yellow.

Important note

Any cases that the CFT has not been able to triage and are received before Monday 30 September 2019 will be assigned by the CFT to a Complaint Assessor (CA) and Signing Manager (SM) in the appropriate team. This is because only the CFT will have the security rights to allocate a CA and/or SM from within the previous teams. Once allocated to a CA/SM, that user will be able to reassign the complaint to another user as appropriate.

It is not expected that there will be many cases in this situation and the CFT will contact your office should they require clarification on who is best placed to be allocated the response. It does mean that all offices should ensure all complaints received by the end of the day on Friday 27 September 2019 are allocated to a CA/SM where possible.

Other matters

INZ is also publishing a revised version of the Complaints and Feedback Policy and Process to support the new structure.

These will be available on the website here:

https://www.immigration.govt.nz/documents/complaints-and-feedback/inz_complaints_and_feedback_policy.docx

https://www.immigration.govt.nz/documents/complaints-and-feedback/inz_complaints_and_feedback_process.docx

and in the INZ resources toolkit here:

<http://thelink/groups/Documents/INZ/inz-complaints-feedback-policy.pdf>

<http://thelink/groups/Documents/INZ/inz-complaints-feedback-process.pdf>