COMPLAINTS AND FEEDBACK — DATA ENTRY ERRORS

The Central Feedback Team (CFT) has been monitoring and recording the number of data entry errors made in the Complaints and Feedback System (CFS) since November 2017. It is critical that data entry errors are reduced to ensure that reporting on data held in the CFS is accurate.

The following information identifies the most common data entry errors that the CFT has to fix, provides advice on how to reduce these errors, and provides links to the Standard Operating Procedures (SOPs) that explain the steps required to ensure data integrity. The SOPS provide a step-by-step guide for users to follow.

Common data entry errors

1. **Error: Response letter is signed out by a Technical Advisor.**

Advice: An Immigration Manager, Operations Manager, Area Manager, Assistant General Manager or equivalent must sign out a response letter according to the Complaints and Feedback Policy and Process. A Technical Advisor can draft the response, but not sign the letter out.

Refer to: Step 4 of *SOP Receive a complaint or suggestion from the CFT*

Note: the SOPs will be updated with the new Visa Services roles as soon as possible.

2. **Error: Quality Checker name and Rating is not entered.**

Advice: The name of the Quality Checker and Rating for initial draft must be entered for all mandatory and voluntary Quality Checks.

Refer to: Steps 4 – 8 of *SOP Quality check a complaint response.*

3. **Error: Case ground outcomes are incorrectly entered (i.e. the outcome does not match the response letter content).**

Advice: The outcome for each ground should reflect the Complaint Assessor's conclusion for that ground, not your conclusion on whether the visa decision was correct. It must also reflect the response to that ground provided to the complainant in the letter sent to them.

Refer to: Step 9 of *SOP Assess a complaint*.

4. **Error: The remedy is entered incorrectly (i.e. the remedy offered does not match the response letter content).**

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

New Zealand Government

Advice: The remedy offered (as entered in CFS) should reflect the remedy offered in the response provided to the complainant. i.e. if you apologise to the complainant and provide a fee waiver in the next application, then enter the fee waiver as the remedy in CFS.

Refer to: Steps 1 – 2 *SOP Consider a remedy for a complaint.*

5. **Error: The user resolves the case in the CFS before the business process flow is complete.**

Advice: The green banner across the top of the page for each case in the CFS is called the business process flow. The business process flow helps users move through the process of triaging, allocating, investigating and responding to feedback. The CFT completes the first two stages of the process (**Identify** and **Triage/Assign**). The remaining steps (**Delegate** through to **Respond & Resolve**) are to be completed by the responding office.

A black flag on the right hand side of a banner indicates that that stage of the process is active. In order to progress to the next stage of the process, you must click '**Next Stage**'. If you have opted for automated emails to go to the Complaints Assessor and/or Signing Manager at each stage of the process, clicking **Next Stage** activates that auto-email. Please ensure you click 'Finish' when all steps have been completed, but before resolving the case.

Refer to:

Step 6 of *SOP Receive a complaint or suggestion from the CFT* (to move from Delegate stage to Investigate stage).

Step 11 – 12 of *SOP Write a draft response to a complaint* (to move from Investigate stage to Quality Check stage).

Step 3 of *SOP Identify if a QC is required* (to move from QC stage to Respond & Resolve stage)

Step 7 of *SOP Finalise and send a response to a complaint* (to move from Respond & Resolve stage to finish).