

# How to make a complaint

On occasion, our service may fall 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.bullerdc.govt.nz](http://www.bullerdc.govt.nz)**

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

➤ Email:  
**[complaints@bdc.govt.nz](mailto:complaints@bdc.govt.nz)**

☎ Telephone:  
**0800 807 239**

🖱 Website:  
**[www.bullerdc.govt.nz](http://www.bullerdc.govt.nz)**

✉ Post:  
**Customer Service  
Buller District Council  
P.O. Box 21, Westport 7866**

## Important information

### Support

The Council encourages customers to seek the support of a family member or friends 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

BDC 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, and information used to monitor our performance, highlight areas of failure and feed into the process for identifying areas for service improvement.





# Stage 1

We will acknowledge your complaint within five 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 2

Your complaint will be escalated to the relevant Group Manager, and we will acknowledge this within five 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 Group 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 3

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

**We hope to have resolved the issue to your satisfaction.**

This is the final stage of our complaint process.