



MAKING A COMPLAINT

Parliamentary Service

Parliamentary Service is committed to providing excellent customer service.

If you think something has gone wrong or you are unhappy with any aspect of our service, please tell us.

WHO CAN COMPLAIN?

Any member of the public who is dissatisfied with our service or actions can make a complaint.

WHAT CAN I COMPLAIN ABOUT?

You can complain about things like:

- the standard of service provided
- the behaviour of or attitude displayed by our staff or contractors
- any action or lack of action by our staff or contractors
- failure to follow rules or guidelines correctly when delivering services or conducting duties.

This process can't be used to complain about:

- the conduct, actions or decisions of:
 - Members of Parliament, including Ministers of the Crown and the Speaker of the House
 - members of the Press Gallery
 - staff whose work is managed by members of Parliament or political parties
 - staff of the Office of the Clerk
 - political parties
 - Government agencies
- matters that are the responsibility of another organisation or person
- House or select committee proceedings
- parliamentary rules and protocols
- Parliamentary Service recruitment processes
- issues being heard in court or previously heard in court
- matters where complaints procedures and remedies are set out in legislation

If you contact us about something that cannot be considered through our complaints process, we will let you know and try to direct you to the appropriate place (e.g. an MP or Minister's office).

HOW TO MAKE A COMPLAINT

Complaints must normally be made within three months of:

- the event you want to complain about; or
- finding out you have a reason to complain.

Complaints made outside of this timeframe may be considered in extraordinary circumstances. If you think we should consider your complaint outside of these timeframes, please explain why.

We recommend submitting your complaint through the online form on our website. You can also complain by letter, email, phone or in person.

When making a complaint, please tell us:

- your name and contact details,
- as much detail as you can about your complaint,
- what you would like to happen.

The information you provide will only be used to manage and respond to your complaint. For more information, see the complaints privacy statement on our website.

HELP TO MAKE A COMPLAINT

If you need help to make a complaint, we can accept a complaint from a representative, with your consent — for example, a friend, whānau, or a support person. We will need your written consent for them to complain on your behalf. A template for providing consent can be found on our website.

If you require special assistance from Parliamentary Service, please let us know about this when you submit your complaint.

WHAT HAPPENS WHEN I MAKE A COMPLAINT?

We are committed to managing complaints in a fair, respectful, transparent and timely manner.

All complaints will be acknowledged when we receive them. We'll then work out if your complaint can be considered as part of our process and, if so, what stage your complaint should be managed at. Our complaints process has two stages. At stage one, we'll aim to give you our decision within 10 working days. At stage two, your complaint requires more investigation, so we'll assign someone to look into it and contact you about the next steps and timeframes.

If we need more information to progress your complaint, we will contact you (if you have provided contact details).

If you're not happy with our response, you can raise your concerns with the Ombudsman.

Website: www.ombudsman.parliament.nz

HOW TO CONTACT US

Website:

Email: parlinfo@parliament.govt.nz

Phone: 0800 PĀREMATA (0800 7273 6282)

Address:

Complaints Officer
Parliament Buildings
Private Bag 18041
Wellington 6160
New Zealand