

PARLIAMENTARY SERVICE

Te Ratonga Whare Pāremata



Parliamentary Service – Feedback and complaints process



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About the Parliamentary Service



The Parliamentary Service provides a lot of services to the **public** such as:

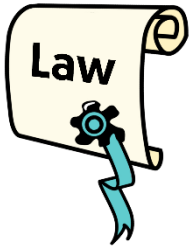
- tours of **Parliament**
- looking after the Parliament:
 - buildings
 - grounds
- visitor services
- information services
- security – making sure people are safe when visiting Parliament.



The **public** means anyone in New Zealand.



Parliament is where **members of Parliament** make important decisions about how New Zealand should be run.



Members of Parliament decide what **laws** New Zealand should have.



Laws are the rules that everyone in New Zealand has to follow.

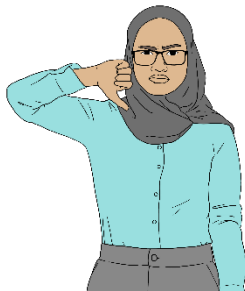


In this document the words **us / we** mean the Parliamentary Service.



We want people to have a good experience when they use our services.

It is important to us to know if you:



- think something has gone wrong
- are unhappy with any part of our service.



You can let us know by sending a **complaint** to us.



A **complaint** means telling someone:

- there is a problem
- you want them to do something to make things right.

What can I complain about?



You can complain about things like:

- how well we provide our services
- the **behaviour / attitude** of our staff members if it upsets someone
- if our staff members do not act as they should
- if our staff members break any of our rules when providing a service
- if other **contractors** who are working for us break any of our rules.



Behaviour / attitude means the way people act.



Here **contractors** are other people who are doing work for us at Parliament like builders.



This complaints process is **not** for complaints about the actions / decisions of:



- **political parties**
- government agencies
- members of Parliament
- members of the Press Gallery – people from news companies who work at Parliament.





Political party means a group of people who:

- agree about the best choices for a country
- work together in Parliament.

This complaints process is also **not** for complaints about the actions / decisions of:

- staff members who work for:
 - members of Parliament
 - or
 - political parties
- any other parliament staff who are not part of the Parliamentary Service.



You cannot use this complaints process for things:

- that are being dealt with in court
- that have already been dealt with in court.



You also cannot use this complaints process for complaints about how:

- Parliament works to make laws
- the Parliamentary Service chooses staff.



You cannot use this complaints process when:

- the law says the complaint must be dealt with in a different way
- your complaint is about a different organisation.





If you contact us about something that is not part of our complaints process we will:

- let you know
- try to find the right place for you to send your complaint to.

How to make a complaint



Anyone from the public can make a complaint if they are unhappy with:

- our service

or

- something we have done.

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It is best to send your complaint through our online form on our **website** here:

tinyurl.com/yc3tdcr9



This form is **not** in Easy Read.



You can make a complaint by **posting** a letter to:

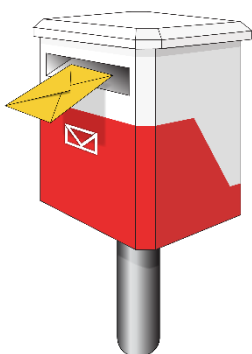
Complaints Officer

Parliament Buildings

Private Bag 18041

Wellington 6160

New Zealand



You can also complain by:

- **emailing** us at:

pscomplaints@parliament.govt.nz



- **calling:**

0800 7273 6282



You can also complain in person.

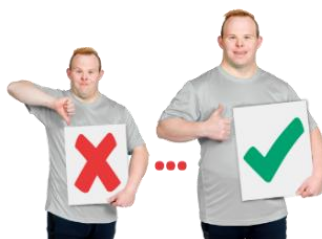


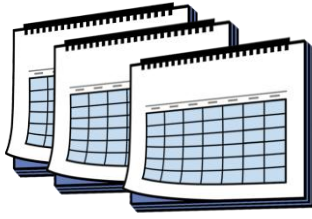
You can go to the main reception desk for information on who to make the complaint to.



When making a complaint please let us know:

- your name
- your contact details like your:
 - phone number
 - email address
- as much information as you can about your complaint
- what you would like to happen.





Complaints need to be made within 3 months of:

- when the thing you want to complain about happened

or

- finding out you have a reason to complain.



We may look into complaints made after 3 months.



You need to have a very good reason to ask us to look into a complaint after more than 3 months.



The information you give us will only be used for looking into your complaint.



You can find information about our privacy statement on our website here:

www.parliament.nz/privacy



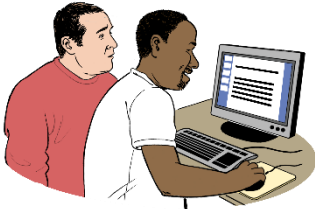
This information is **not** in Easy Read.

Support to make a complaint



You can ask someone else to send a complaint for you like a:

- support person
- friend
- whānau / family member.



You will need to send your written **consent** that you are okay for someone else to complain for you.



Consent is when you agree to something.



You can download the consent form from:

tinyurl.com/53u4dncc



The consent form is **not** in Easy Read.



You will need to sign the consent form before sending it to us.

If you:



- print off the consent form you can sign the form
- fill the form online you can use an **electronic signature**.





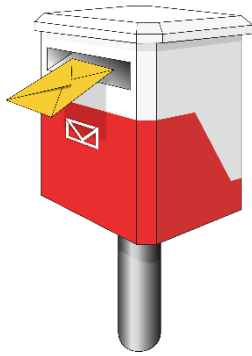
An **electronic signature** is your signature in a digital form.

In this consent form it would be a photo of your handwritten signature.

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If you need support from us please let us know when you send your complaint.



You can **post** the consent form to us at:

Complaints Officer

Parliament Buildings

Private Bag 18041

Wellington 6160

New Zealand



You can:

- scan / take a photo of your completed consent form

and

- **email** it to us at:

pscomplaints@parliament.govt.nz



What happens when I make a complaint?



We will look at every complaint:

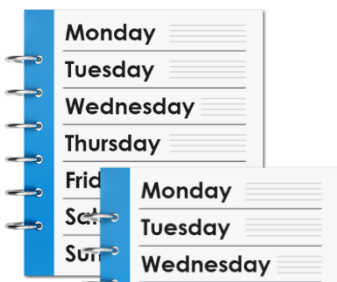
- fairly
- respectfully
- quickly.



When we get complaints we sort them into 2 stages or groups.



The groups are based on how much time / work we think a complaint will need.



Stage 1 means we will try to respond to the complaint within 10 working days.



Stage 2 means we need to look into the complaint more so we will:

- get someone to look into it
- contact you about what will happen next.



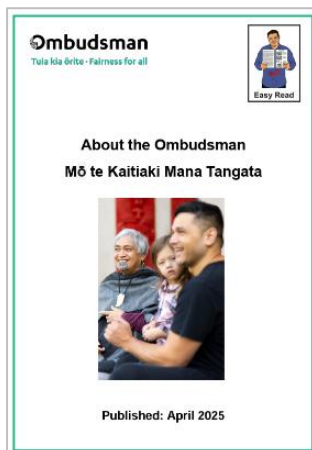
We will contact you if we need more information about your complaint.



If you are not happy with what we decide you can let the **Ombudsman** know.



The **Ombudsman** works to make sure New Zealanders are treated fairly by the Government.



There is an Easy Read document called:

About the Ombudsman.

This Easy Read document is available online here:



<https://tinyurl.com/2znt3hyt>

How to contact us



You can find our contact details on our **website** here:

www.parliament.nz/contact-us



You can also contact us by:

- **emailing** us at:

pscomplaints@parliament.govt.nz

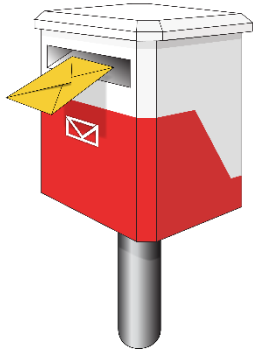


- **calling:**

0800 7273 6282



You can also **post** a letter to us at this address:



Complaints Officer

Parliament Buildings

Private Bag 18041

Wellington 6160

New Zealand



If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz



This information has been written by the
Parliamentary Service.

Make it Easy
Kia Māmā Mai



It has been translated into Easy Read by the
Make it Easy Kia Māmā Mai service of People
First New Zealand Ngā Tāngata Tuatahi.

People First NZ
Ngā Tāngata Tuatahi



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