



27 May 2024

Tēnā koe

Official Information Act request

On 29 April 2024, the Ministry of Justice transferred part of your request to the Ministry of Social Development (the Ministry) to respond to. You requested the following:

I am requesting full disclosure of the Work and Income – MSD complaints process & complaint email & contact details

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

The Ministry takes all complaints seriously, not only to resolve the particular issue raised but also for continuous improvement of the service we provide to our clients.

A complaint will generally be acknowledged within 24 hours (unless it is resolved within that time). All complaints need to be fully investigated and resolved within 5 working days, unless there is a good and sufficient reason for the delay. Where there is a delay, the client will be kept informed of the progress.

Please refer to the attached **Appendix** which contains information pertaining to your request. The pages numbers have been noted below for ease of reference.

Pages 1-2 sets out the complaint process for anyone who wishes to make a complaint to the Ministry, including the address, if you wish to write to the Ministry in regard to your complaint.

Pages 3-9 provide insights into the complaints process and how it is managed, including contact details if you wish to phone us.

Pages 10-20 are resources from the Ministry's intranet page which provide the following information:

- Handling Complaints
- Complaints to the Privacy Commissioner
- Complaints: Overview and Management
- Recording and Managing Complaints in Here Is Your Answer (HIYA)

If you would like to contact the Ministry in regard to your complaint, you can also email us on: info@msd.govt.nz.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'Magnus', is positioned above the typed name.

Magnus O'Neill
General Manager
Ministerial and Executive Services

Making a complaint

The Ministry of Social Development is committed to delivering first class services and providing dependable advice.

If you think we are not meeting this standard we would like to hear from you. Not only so we can put right your complaint, but to improve our services for everyone.

How to make a complaint

If you have a complaint it is best to contact the concerned manager of the particular office first.

There are several ways you can do this:

Phone us (<https://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html>)

Make an appointment to talk to us in person. Find your nearest service centre (<https://www.workandincome.govt.nz/about-work-and-income/contact-us/find-a-service-centre/>)

Use our online complaint form (<https://workandincome.govt.nz/form/workandincome/govt/nz/form.reg2?requestType=workandincome-govt-nz-complaints-form>)

By email, if you are unable to use our online form (<mailto:info@msd.govt.nz>)

Write to us:

Ministry of Social Development
PO Box 1556
Wellington

When you make a complaint please tell us:

- Your name
- Your address and contact details
- Your client number if known
- Details about the complaint

We ask for your contact details, so we can respond directly to you. However if you wish to make a complaint anonymously it will be treated with the same level of importance.

If you'd like to remain anonymous we'll still act on the information you give us.

Our follow-up

We'll look into your complaint immediately to see what went wrong and how this can be put right.

We'll acknowledge your complaint by phone or email and also let you know what we'll do to resolve it.

If we need to work with others to resolve your complaint this may take time. However, we'll provide regular updates until the matter is resolved.

How long will it take?

We will endeavour to resolve your complaint immediately. If we need to work with others to resolve your complaint it may take longer. You will always be advised in writing when your complaint has been received.

Our commitment to resolving your complaint

All complaints are taken seriously and handled with immediate priority. We will ensure you are treated with respect and in a professional manner.

Who is responsible for the complaint?

Your complaint will be assigned to the appropriate business unit within the Ministry and escalated accordingly.

If you are not happy with the outcome of your complaint

We will do our best to ensure you are satisfied with the outcome of your complaint investigation.

However, if you are not happy, there are other people you may choose to contact such as your local member of Parliament, the Minister for Social Development, The Ombudsman or the Privacy Commissioner.

[Contact your local member of Parliament \(https://www.parliament.nz/en/get-involved/have-your-say/contact-an-mp/\)](https://www.parliament.nz/en/get-involved/have-your-say/contact-an-mp/)

[Contact the Minister for Social Development \(https://www.beehive.govt.nz/minister/biography/carmel-sepuloni\)](https://www.beehive.govt.nz/minister/biography/carmel-sepuloni)

[Contact the Ombudsman \(http://www.ombudsman.parliament.nz/contact-us\)](http://www.ombudsman.parliament.nz/contact-us)

[Contact the Privacy Commissioner \(https://www.privacy.org.nz/\)](https://www.privacy.org.nz/)

Making a claim of abuse or neglect while in state care

If you believe you have been badly treated or neglected while in the care of the Child Welfare Division, the Department of Social Welfare, or Child, Youth and Family, the Ministry of Social Development wants to work with you to see if we can help.

[Make a claim \(http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/historic-claims/index.html\)](http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/historic-claims/index.html)

Review of decision

If you disagree with a decision the Ministry has made about your income support, pension or an application you have made, you can ask for the review of that decision.

[Find out about review of decision \(http://www.msd.govt.nz/about-msd-and-our-work/contact-us/complaints/review-of-decision.html\)](http://www.msd.govt.nz/about-msd-and-our-work/contact-us/complaints/review-of-decision.html)

Medical Appeals Board

If you don't agree with a decision we've made on medical grounds, you can ask the board to take a fresh look.

[Find out about appealing to the Medical Appeals Board \(https://www.workandincome.govt.nz/about-work-and-income/complaints/medical-appeals-board.html\)](https://www.workandincome.govt.nz/about-work-and-income/complaints/medical-appeals-board.html)

Student Allowance Review Panel

If you disagree with a decision we've made about your student allowance you can ask for the panel to take a fresh look.

[Find out about the Student Allowance Review Panel \(https://www.studylink.govt.nz/about-studylink/services/student-allowance-review-of-decision.html\)](https://www.studylink.govt.nz/about-studylink/services/student-allowance-review-of-decision.html)



Print this

RELEASED UNDER THE OFFICIAL INFORMATION ACT

WORK AND INCOME

TE HIRANGA TANGATA

Printed from: file:///corp.ssi.govt.nz/userss/slal0010/Desktop/Toi/Making%20a%20complaint%20-%20Work%20and%20Income.html

Printed: 23 May 2024

Printed from: https://www.workandincome.govt.nz/about-work-and-income/complaints/index.html

Printed: 23 May 2024

Making a complaint

We value your feedback. If you submit a complaint, we'll investigate and try to resolve it. We'll do our best to make sure it doesn't happen again.

What a complaint is

A complaint is an expression of dissatisfaction. It can be about:

- service, e.g. the way you've been treated
- location, e.g. access to one of our service centres
- practice, e.g. having to provide the same information more than once
- process, e.g. how long it takes to process your application or not getting an update on how it's going.

If you don't agree with a decision we've made and want to challenge it, there's a different process to follow. You need to apply for a 'review of decision' and it can be reviewed.

[Review of a decision](#) (Link 1) (Link 1)

How to make a complaint

You can make the complaint yourself or someone can make a complaint on your behalf.

Get in touch with us

You can either:

- [submit your complaint online](#) (Link 2) (Link 2)
- [call us](#) (Link 3) (Link 3) and tell us over the phone
- [call us](#) (Link 4) (Link 4) and book an appointment to come in and see us, or
- write to us at Ministry of Social Development, PO Box 1556, Wellington.

What we need from you

Please be clear, factual and tell us the outcome you would like. Providing your client number, name and contact details will help us to get in touch and help resolve the issue.

If you provide feedback anonymously, we won't be able to respond to you personally.

How we'll respond

We aim to resolve your complaint immediately. We'll investigate to see what went wrong and how it can be put right.

We'll contact you to let you know we've received your complaint and what we'll do to resolve it.

If your complaint is unique and complex and we need to work with others to resolve it, it will take longer. In these situations you will be provided with regular updates.

If you're not happy with the outcome

If you're not happy with the outcome of your complaint, you can take it to another agency.

You can contact:

- your local Member of Parliament (MP)
- the Ombudsman, or
- the Privacy Commissioner (if it's a complaint about privacy)

[Find your local MP - NZ Parliament website](#) (Link 5) (Link 5)

[How to make a complaint to the Ombudsman - Ombudsman website](#) (Link 6) (Link 6)

[Complaining to the Privacy Commissioner - Privacy Commissioner website](#) (Link 7) (Link 7)

Related

[Review of a decision](#) (Link 8) (Link 8)

[Review of a medical decision](#) (Link 9) (Link 9)

Index of page links

1. <https://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html>
2. <https://workandincome.govt.nz/form/workandincome/govt/nz/form.req2?requestType=workandincome-govt-nz-complaints-form>
3. <https://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html#general-enquiries>
4. <https://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html#general-enquiries>
5. <http://www.parliament.nz/en-nz/mpp/mps/current>
6. <https://www.ombudsman.parliament.nz/what-ombudsman-can-help/complaints-about-government-agencies/how-make-complaint>
7. <https://www.privacy.org.nz/>
8. <https://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html>
9. <https://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-a-medical-decision.html>

Crown copyright © Ministry of Social Development

Index of page links

1. <http://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html>
2. <https://workandincome.govt.nz/form/workandincome/govt/nz/form.req2?requestType=workandincome-govt-nz-complaints-form>
3. <http://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html#general-enquiries>
4. <http://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html#general-enquiries>
5. <http://www.parliament.nz/en-nz/mpp/mps/current>
6. <https://www.ombudsman.parliament.nz/what-ombudsman-can-help/complaints-about-government-agencies/how-make-complaint>

7. <https://www.privacy.org.nz/>
8. <http://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html>
9. <http://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-a-medical-decision.html>
10. <https://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html>
11. <https://workandincome.govt.nz/form/workandincome/govt/nz/form.req2?requestType=workandincome-govt-nz-complaints-form>
12. <https://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html#general-enquiries>
13. <https://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html#general-enquiries>
14. <http://www.parliament.nz/en-nz/mpp/mps/current>
15. <https://www.ombudsman.parliament.nz/what-ombudsman-can-help/complaints-about-government-agencies/how-make-complaint>
16. <https://www.privacy.org.nz/>
17. <https://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html>
18. <https://www.workandincome.govt.nz/about-work-and-income/complaints/review-of-a-medical-decision.html>

Crown copyright © Ministry of Social Development

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

WORK AND INCOME

TE HIRANGA TANGATA

Printed from: <https://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html>

Printed: 23 May 2024

Phone us

When you call us, make sure you have your client number ready. You can find this on letters from us or on your Community Services Card.

We may ask for other personal details to make sure we have the right information in front of us while we talk with you.

General enquiries for under-65s

Information

If you don't want to wait on the phone, you can ask for a call-back.

If we don't think we'll be able to call you back on the same day or wait times are short, call-backs won't be offered.

Call our general enquiries team:

- Monday to Friday, 7am to 6pm
- Saturday, 8am to 1pm.

Phone: [0800 559 009](tel:0800559009) ^(Link 1)

Calling from Australia: [1800 150 479](tel:1800150479) ^(Link 2)

Calling from overseas: [+64 4 978 1180](tel:+6449781180) ^(Link 3)

NZ Super and Veteran's Pension

NZ Superannuation

Call the NZ Superannuation team:

- Monday to Friday, 7am to 6pm
- Saturday, 8am to 1pm.

Phone: [0800 552 002](tel:0800552002) ^(Link 4)

Calling from Australia: [1800 150 479](tel:1800150479) ^(Link 5)

Calling from overseas: [+64 4 978 1180](tel:+6449781180) ^(Link 6)

SuperGold Card

Call the Super Gold Card team Monday to Friday, 8am to 5pm, on [0800 25 45 65](tel:0800254565) ^(Link 7)

Veteran's Pension

Call the Veteran's Pension team with any questions.

[Contact the Veteran's Pension team](#) ^(Link 8)

Overseas pensions

Call the Senior Services International team for help with New Zealand benefits or pensions paid overseas.

[Contact Senior Services International](#) ^(Link 9)

To find out about overseas benefits or pensions from countries we have a Social Security Agreement with, contact the relevant agency.

[Overseas pension agencies' contact details](#) ^(Link 10)

Youth clients

If you're getting Youth Payment or Young Parent Payment, contact your [Youth Service Provider](#) ^(Link 11)

If you don't have one, call our general enquiries line for under-65s and say "**youth client**" when the voice recording asks you how we can help.

Speak to someone in your language

We have interpreters who can talk with you in your language.

Find out which languages we speak here:

[We speak other languages](#) ^(Link 12)

If the language you speak isn't listed, just call 0800 559 009 (or 08000 552 002 if you're over 65), and ask for an interpreter when you call.

Deaf, hard of hear or have a speech impairment

Contact our special team if you are deaf, hard of hearing or have a speech impairment.

[How to contact us if you're deaf, hard of hearing or have a speech impairment](#) ^(Link 13)

MyMSD and Online Applications help

Call our online help team and say "**online help**" when the voice recording asks you how we can help.

Call us Monday to Friday, 8am to 5pm.

Phone: [0800 559 009](#) ^(Link 14)

[Help with MyMSD and other online services](#) ^(Link 15)

Service Express – self-service line

Call our self-service phone line to check and update your personal information, such as:

- payments
- debts.

Our self-service phone line is open 24 hours a day, 7 days a week. Phone: [0800 33 30 30](#) ^(Link 16)

[More about Service Express](#) ^(Link 17)

Job search and employer services

Job search

Call the Job Search team if you're looking for a job or want to ask about our vacancies.

Call us Monday to Friday, 8am to 6pm.

Phone: [0800 779 009](#) (Link 18)

Employer Services

Call the Employer Services team if you're an employer.

Call us Monday to Friday, 8am to 6pm.

Phone: [0800 778 008](#) (Link 19)

Community Services Card

Call our Community Services Card team, Monday to Friday, 8am to 5pm.

Phone: [0800 999 999](#) (Link 20)

Debts

Call the Client Support – Debt Management team with general questions about your debt and repayments.

Call us Monday to Friday, 9am to 5pm.

Phone: [0800 558 008](#) (Link 21)

Calling from Australia: [1 800 988 002](#) (Link 22)

Calling from overseas: [+64 4 8191954](#) (Link 23)

Email us at: Client_Support_Debt_Management@msd.govt.nz (Link 24)

Postal address:
Collections Unit
PO Box 19236
Hamilton
3244

Residential Care and Support Subsidies

Residential Care Subsidy

Call our Residential Subsidy Unit:

- Monday, Tuesday, Thursday and Friday, 8am to 5pm
- Wednesday, 9.30am to 5pm.

Phone: [0800 999 727](#) (Link 25)

Residential Support Subsidy

Call our Residential Subsidy Unit:

- Monday, Tuesday, Thursday and Friday, 8am to 5pm
- Wednesday, 9.30am to 5pm.

Phone: [0800 999 779](#) (Link 26)

Calling from overseas: [+64 9 845 77 43](#) (Link 27)

Report a suspected fraud

If you think that someone you know may be carrying out benefit fraud, you can let us know.

Call us Monday to Friday, 8am to 5pm.

Phone: [0800 556 006](tel:0800556006) (Link 28)

[Fill out our online benefit fraud form](#) (Link 29)

[How to report suspected fraud](#) (Link 30)

Website faults

Email us at: WorkandIncome_OnlineServices@msd.govt.nz (Link 31)

Remember to include the URL or page address of the page with the fault.

Related

[Register your voice with us when you call](#) (Link 32)

Index of page links

1. tel:0800559009
2. tel:1800150479
3. tel:+6449781180
4. tel:0800552002
5. tel:1800150479
6. tel:+6449781180
7. tel:0800254565
8. <http://www.workandincome.govt.nz/about-work-and-income/contact-us/veterans-contacts.html>
9. <http://www.workandincome.govt.nz/about-work-and-income/contact-us/international-services.html>
10. <http://www.workandincome.govt.nz/about-work-and-income/contact-us/overseas-pension-agencies-contact-details.html>
11. <https://www.youthservice.govt.nz/find-your-nearest-provider/>
12. <http://www.workandincome.govt.nz/about-work-and-income/contact-us/language-lines/index.html>
13. <http://www.workandincome.govt.nz/about-work-and-income/contact-us/deaf-hard-of-hearing-or-have-a-speech-impairment.html>
14. tel:0800559009
15. <http://www.workandincome.govt.nz/online-services/help/index.html>
16. tel:0800333030
17. <http://www.workandincome.govt.nz/about-work-and-income/contact-us/service-express.html>
18. tel:0800779009
19. tel:0800778008
20. tel:0800999999
21. tel:0800558008
22. tel:1800988002
23. tel:+6448191954
24. mailto:Client_Support_Debt_Management@msd.govt.nz
25. tel:0800999727
26. tel:0800999779
27. tel:+6498457743
28. tel:0800556006
29. <https://www.msd.govt.nz/form/msd/govt/nz/form.req2?requestType=msd-govt-nz-select-form-v1>
30. <http://www.workandincome.govt.nz/about-work-and-income/contact-us/report-suspected-fraud/index.html>
31. mailto:WorkandIncome_OnlineServices@msd.govt.nz
32. <http://www.workandincome.govt.nz/about-work-and-income/contact-us/register-your-voice-with-us.html>

Handling complaints

How to lodge a complaint, types of complaints, what to do with complaints around certain units/lines and how to manage them.

! All complaints for Emergency Housing (supplier or occupant) must be assigned to the relevant regional office - do not assign these to individual case managers.

You may get calls from people wanting to make a complaint. This could be for a variety of reasons including (but not limited to):

- how long it took us to answer their call
- a staff member providing insufficient information
- how long it took to get back to them about something
- an emergency housing supplier or occupant.

Clients have the right to make a complaint and have the matter looked into. We take all complaints seriously and aim to learn from them. We'll also try to make sure the same thing doesn't happen again. The caller may be happy to discuss their issue with you when they make the complaint, allowing you to resolve it immediately. If not, you must lodge it in old HIYA.

Complaints for Remote Client Unit | Government Helpline | Fraud Investigation | Emergency Housing

Remote Client Unit

Any RCU clients must be transferred to RCU (0800 222 007). They can leave a voicemail and their complaint will be followed up by the unit. If they call outside of business hours, tell them to call back Monday - Friday, 8.30am - 4.30pm.

Don't add the complaint in old HIYA.

Government Helpline

Any complaints received on the Government Helpline should be recorded in the Government Helpline template. This gives visibility for any trends that may develop by working with other agencies but is not our issue to resolve.

The only complaints that should be lodged are ones about services provided through the Government Helpline or our response to the event.

Fraud Investigation

If a client wants to make a complaint about a letter asking them to provide information, in the first instance please refer them to the Investigator who has sent the request. The investigator's name will be on the letter in CMS.

- If the client wants to lodge a complaint about information gathered for a previous fraud case, please refer them to the [investigation enquiry form](#) (Work and Income website).
- Complaints about the right to gather information about a client (use of Schedule 6 powers) can also be lodged with the Office of the Privacy Commissioner or with the Ministry's internal Privacy Team.

Emergency Housing

All complaints for Emergency Housing (supplier or occupant) must be assigned to the relevant regional office in old HIYA - do not assign these to individual case managers. Make sure you choose the most accurate complaint type eg there are 10 emergency housing specific complaint types to choose from.

Important: If it's a complaint about an Emergency Housing occupant, please do not add any client information (first/last name, address, client number or contact number) into the form - leave these fields blank to maintain privacy.

How to lodge a complaint in HIYA

A complaint is not a review of decision. These have their own guidelines and processes.

Step	Process
------	---------

1. **Access old HIYA Complaint Management System**

1. open your [HIYA web browser](#)
2. login
 - username - your CNP login
 - password - your password

2. **Record the complaint**

1. Complete the form to record all details of the complaint
Important: If it's a complaint about an Emergency Housing (EH) occupant, please do not add any client information (first /last name, address, client number or contact number) into the form – please leave these fields blank to maintain privacy.
2. Make sure you choose the most accurate complaint type eg there are 10 emergency housing specific complaint types to choose from.

When selecting the site involved in the complaint:

- assign all EH supplier complaints to the relevant regional office
- assign all other complaints to the relevant service centre, regional office or unit - Do not assign to National Office, Contact Centre Operations, etc
- if you're unsure where the complaint should go, assign it to your site and the Gatekeeper who will determine where it's best to go.

3. click 'submit' once you have finished

Important

- all information recorded must be professional. If the client has used abusive language, don't add this to the complaint. Just record that the client has used abusive/threatening/rude language
- if the complaint is about an individual, don't put their name in the details section. If you need to refer to them, please put their role eg, customer service representative or case manager (there is a separate section where you can add the name).

Complaints about Fisher and Paykel

If the client has a complaint about Fisher and Paykel:

1. lodge this in HIYA
2. complete the CMS note 'Hardship whiteware complaint' with as much detail as possible (issue, complaint number etc)
3. copy and paste the CMS note into an email and forward to Procurement_whiteware@msd.govt.nz. This team will then investigate the complaint with Fisher and Paykel and provide the site with an outcome to complete HIYA.

The gatekeeper will assign the complaint to the client's office.

More information: [Complaint process involving Fisher and Paykel](#) (Doogle)

3. **Complaint number**

Once you click 'Submit', a box will pop up with the HIYA complaint number.

You need to:

- write this number down
- tell the client
- add it to a CMS note under 'General Engagement'

If you don't write the number down, you can search for it in the complaints list - it will be assigned to your site, with the date and time it was submitted. You can check by clicking on 'V'.

4.	<p>Sign Off</p> <p>Once the complaint has been submitted, the site gatekeeper who receive a system generated email to follow up and re-assign if necessary.</p> <p>The assigned person will look into the complaint and update it as appropriate. Once the complaint has been resolved, you will receive an email (you don't have to do anything with this).</p>
----	---

Types of complaints

Complaints can be made verbally or in writing and can lodged with CSRs, services centres, regional or national office. All complaints must be lodged in the HIYA complaints system and then assigned to the correct place.

Complaint Type	Definition	Example
Action Taken	Complainant is not happy about the action a staff member has taken as it's caused hardship or distress to the client.	<ul style="list-style-type: none"> • staff member changes a client's appointment time without talking with the client first • client was referred to an inappropriate seminar
<p>CE Correspondence</p> <p>(National Office only)</p>	<p>A complaint is made to the Chief Executive (CE) about a service received from MSD.</p> <p>This correspondence is formally lodged with Ministerial and Executive Services in National Office. There are strict timeframes for providing a written response in order for the letter to be sent from the CE.</p> <p>If a client requests the CE email suggest they are supplied with the feedback form first. This is the best way to make sure complaints are sent to the right place. If this does not satisfy the client then they can direct concerns to Debbie_power@msd.govt.nz . Speak to a manager first before giving this email.</p>	<p>More information: Ministerial and Executive Services</p>
Confidentiality	Complainant states their information hasn't been kept confidential.	<ul style="list-style-type: none"> • personal information was discussed and overheard by nearby staff and clients • personal information has been released without the client's consent eg, family members, third parties <ul style="list-style-type: none"> • client could see personal information of other clients on the desk when they came in

<p>Designated Health Practitioner OR Medical Appeals Board Member</p>	<p>A complaint about a designated health practitioner or medical practitioner on a medical appeals board.</p>	<ul style="list-style-type: none"> • <i>Manner</i> - eg practitioner was abrupt, rude or didn't give their case due consideration • <i>Conduct</i> - eg practitioner behaved or said something inappropriate • <i>Decision</i> - eg client is unhappy about a health practitioner's decision. <p>Note: this becomes a matter for the Medical Appeals Board.</p>
<p>Environment</p>	<p>A complaint about a service centre / community link's appearance or functionality.</p>	<ul style="list-style-type: none"> • not accessible to public transport / free parking • no suitable access for disabled clients • site is dirty / smells / dead plants • site is operating on skeleton staff due to planning or training
<p>Information Provided</p>	<p>Complainant is unhappy with information provided by staff.</p>	<ul style="list-style-type: none"> • staff member has insufficient product / process knowledge • client wasn't offered appropriate advice or service
<p>Interpersonal Skill / Staff Attitude</p>	<p>Complaint about a staff member's attitude, manner or demeanour.</p>	<ul style="list-style-type: none"> • client felt belittled during an appointment • staff member was abrupt on the phone or on reception • staff member wasn't listening to the client
<p>Policy / Legislation / Procedural (This is not a Review of Decision)</p>	<p>Complaint about the policy or processes used by Work and Income.</p>	<ul style="list-style-type: none"> • unhappy about opening hours • feels a policy is incorrect / unfair / wants to change

Technology	Complaints about delay in payments that have been caused by a system delay/fault in service provided due to system outages.	<ul style="list-style-type: none"> • delayed payments from SWIFTT • delays in answering calls at the contact centre
Timeliness	Complaint about a delay in getting a service or decision from Work and Income.	<ul style="list-style-type: none"> • benefit application hasn't been granted and it is passed the expected timeframe. • staff member hasn't responded to a client's voice mails / emails
Emergency Housing (EH)	A complaint about an emergency housing supplier or occupant.	<p>For examples, see Complaints from an EH Supplier or EH Occupant (Doogle)</p>

RELEASED UNDER THE OFFICIAL INFORMATION ACT



CARD SERVICES	+
DESKFILE	+
EMPLOYMENT AND TRAINING	+
INCOME SUPPORT	+
LEGISLATION	-
Acts	
Guidelines	-
Official Information Act 1982 guidelines	
Privacy Act 2020 guidelines	
Ministerial directions	+
Reciprocal orders	
Regulations	+
Welfare programmes	+
SOCIAL HOUSING	+
STUDENTS	+
TO OR FROM OVERSEAS	+
YOUTH SERVICE	+

Complaints to the Privacy Commissioner

[CONTENTS »](#)

If a client believes that the Ministry of Social Development has breached their privacy and is not satisfied with how the Ministry has handled their complaint, they can ask the Privacy Commissioner to investigate. The Privacy Commissioner will:

- decide whether to investigate the complaint
- require Ministry staff members to answer questions and require the Ministry to give information relating to the complaint
- determine whether interference under the Privacy Act 2020 has taken place
- explore the possibility of a settlement

Privacy complaints can go to the Human Rights Review Tribunal for resolution if they cannot be resolved by the Privacy Commissioner. The Human Rights Review Tribunal can award damages of up to \$350,000 against the Ministry to the complainant for interfering with their privacy.

For more information, from the Office of the Privacy Commissioner, see:

- [Introduction to complaints](#)
- [Contact us](#)

Legislation

- [Complaints section 70 Privacy Act 2020](#)

[? Helpline](#) [Feedback](#)

[TOP ▲](#)

[Privacy Act 2020 guidelines - Contents](#)

Complaints Overview and Management

This provides you with information about receiving and manage general or client (or their agent/advocate) complaints.

On this Page:

What is a complaint?

A complaint is an expression of dissatisfaction, usually about service, staff, behaviour or the environment. Complaints that relate to specific service received should not be dealt with by the person concerned, although the person concerned should be given an opportunity to provide an explanation.

A complaint can be made verbally, through the online complaint form on our website, or in writing. Complaints can be lodged with contact centres, service centres, regional offices or national office and should always be recorded in the [old HIYA system \[http://hiya/Default.jsp\]](http://hiya/Default.jsp).

Note a complaint is not a review of decision; these have their own guidelines and processes.

The link below provides you with definitions and examples of the types of complaints you may receive. These are also available via a link directly on the lodging a complaint form in the HIYA Complaints Management System.

[Complaint types, definitions and examples \[http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaint-types-definitions-and-examples.html\]](http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaint-types-definitions-and-examples.html)

Where are complaints recorded?

While complaints can be received through multiple channels, they should **all** be recorded in the HIYA Complaints system. This allows recording and managing of a complaint from receipt to resolution.

Standards about how to manage a complaint have also been developed.

Providing a central and standard complaint process supports Service Excellence. Service Excellence is an agreed set of standard practices and processes used to deliver service to Work and Income clients, resulting in a professional and consistent service.

[Our Client Commitments \[http://doogie/business-groups/helping-clients/service-delivery/strategy-and-change/client-commitments/client-commitment-overview.html\]](http://doogie/business-groups/helping-clients/service-delivery/strategy-and-change/client-commitments/client-commitment-overview.html)

Timeliness Standards

A complaint must be:

acknowledged within 24 hours (unless it is resolved within that time).

fully investigated and resolved within 5 working days, unless there is a good and sufficient reason for the delay.

Where there is a delay, the client must be kept informed of progress.

Who manages complaints?

A complaint can be received and recorded by any person (or through the online complaint form on the [Work and Income website \[https://www.workandincome.govt.nz/about-work-and-income/complaints/index.html\]](https://www.workandincome.govt.nz/about-work-and-income/complaints/index.html)). The webform will route the complaint to a person within the clients region. They will ensure it is sent to the correct place. Generally this person will lodge the complaint to HIYA for the appropriate unit. Exceptions to this will be where the complaint:

Relates to an unknown staff member at the Contact Centre - these can be escalated to Contact Centre Operations Team National Office

Sensitive matters that may need to be escalated to HR or a Senior Manager

Non-complaints (i.e., requests for Hardship assistance; questions) - which can be lodged to S2P or Q-Manager, or sent to the local site

Once it is recorded it will automatically be assigned to a gatekeeper or designated person. The gatekeeper or designated person will be responsible for managing the complaint from the time it is received until the time it is resolved.

Gatekeepers or designated people are generally:

Service Centre - Manager Client Service Delivery or Manager Client Service Operations

Regional Office - Executive Assistant to the Regional Director

Contact Centres and Processing Units - specifically assigned gatekeepers

National Office - will vary depending on department

Gatekeepers and designated persons may assign the complaint to a more appropriate person to resolve, however they are still responsible for the complaint until it is resolved.

Recording and acknowledging a complaint

Once a complaint is received, it must be recorded in the HIYA Complaints Management System. Once recorded, it will be assigned a number then will automatically be assigned to a gatekeeper or designated person.

Information recorded must be factual because the client can request a copy of all information we hold about them.

[Process on how to log a complaint in HIYA \[http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/hiya-instructions-for-complaints.html\]](http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/hiya-instructions-for-complaints.html)

Assessing a client complaint

If a complaint is received, then the following steps should be taken:

Step	Action	Links
1.	<p>Initial assessment:</p> <ul style="list-style-type: none"> • Does the complaint need to be escalated immediately (e.g. threat of harm to self or others)? ◦ If yes, go to step 2. ◦ If no, continue. • Do we need more information? ◦ If yes, email the submitter to request more information. ◦ If no, continue to step 3. 	
2.	<p>Ensure you complete the following to escalate the complaint appropriately.</p> <p>Threats of self-harm:</p> <ul style="list-style-type: none"> • Contact the manager(s) of the local Service Centre for a welfare check to be arranged (by Police) immediately. • Ensure the complaint is lodged in HIYA and assigned to the appropriate manager. <p>Threats to staff:</p> <ul style="list-style-type: none"> • Email the following people/teams immediately: <ul style="list-style-type: none"> ◦ Manager(s) for the Service Centre, or Unit ◦ Regional Director - or Senior Manager (Manager Contact Centre Services/Manager Centralised Services) ◦ Health, Safety and Security and IT Security teams at National Office <p>Threat to contact media outlets:</p> <ul style="list-style-type: none"> • Email the following people/teams immediately <ul style="list-style-type: none"> ◦ DCE Office Service Delivery [https://doogie.ssi.govt.nz/business-groups/helping-clients/service-delivery/teams/dce-office.html] ◦ Media [https://doogie.ssi.govt.nz/business-groups/organisational-assurance-and-communications/comms-and-engagement/media-team.html] ◦ Manager(s) for the local office(s) <p>Next, continue to step 3 regarding the complaint itself.</p>	Recording incidents in STAR
3.	<p>For complaints about our Contact Centre or Processing Units, is the staff member been identified?</p> <ul style="list-style-type: none"> • If yes, continue to step 4. • If no, refer to Contact Centre Services [https://doogie.ssi.govt.nz/community/display/HIYA/Contact+Centre+liaison+guide] to confirm staff member details (or, speak with your Manager) and continue to step 4. 	

4. Lodge details in HIYA. An email will be sent to the gatekeeper of the assigned site.

Complaints from Emergency Housing Occupants or Suppliers

Complaints about EH suppliers and/or EH occupants are managed by Regional Managers or a delegated person.

For more information see:

[EH Supplier \(Complainant\) Complaint Process \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/eh-suppliers-complainant-complaints.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/eh-suppliers-complainant-complaints.html)

[EH Occupant Complaint Process \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/eh-occupant-complaints-process.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/eh-occupant-complaints-process.html)

Complaints for Youth Service (Youth Payment and Young Parent Payment)

Youth Service client complaints are generally managed by one of the following:

Youth Services Support Unit (YSSU)

Service Provider

Regional Contracts Manager

Service Centre Manager

For more information see:

[Complaints process for Youth Service clients \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-for-youth-service-clients.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-for-youth-service-clients.html)

Complaints about Preferred Suppliers (Whiteware, Glasses)

The complaints process about a preferred supplier for Hardship Assistance will depend on what the issue is. For more information see:

[Complaints process involving Fisher & Paykel Appliances Ltd \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-involving-fisher-paykel.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-involving-fisher-paykel.html)

Reporting and monitoring

Monitoring

Complaints must be regularly monitored by gatekeepers and designated staff to ensure that standards are met, with an emphasis on quality, accuracy and timeliness.

Reporting

A report can be obtained from HIYA at any time and can provide information about complaint types, outstanding complaints and/or signed off complaints.

You can also monitor trends and other information by exporting the standard HIYA complaint report to 'csv' format. From this you can report on all data that is captured when a report is lodged.

Managers should regularly monitor for trends so that improvements can be made.

Automated reporting from HIYA is currently being developed and will be available from this page in 2008.

Recording and managing complaints in HIYA

If you receive a complaint, the following process must be followed so the complaint can be managed from receipt to resolution.

Stage	Steps	Tools & Forms
Access HIYA Complaints Management System	<ol style="list-style-type: none"> 1. here are three ways to access HIYA: <ul style="list-style-type: none"> • <i>Start Button > Menu System > HIYA > HIYA Live</i> • In the location bar in doogle, type <i>HIYA</i> and press <i>ENTER</i> • From the link in an email if you are accessing a complaint that is already lodged. 2. Log in to HIYA. Use your CNP Login, eg <i>jblog001</i> and enter the password. The password will be the same password you use to access your calendar. 3. From the menu bar, select <i>Complaint</i>. 	
Record a complaint	<ol style="list-style-type: none"> 4. Select <i>Lodge Complaint</i> from the Complaints homepage. This can also be selected from the menu bar. 5. Complete the form to record all the details of the complaint. Ensure that you enter as much detail as possible. Remember that clients can request copies of their personal information, so ensure the information you enter is appropriate. If a staff member is the subject of a complaint, do not enter their name in the details section; there is a separate field for this which links to the Global directory. You may also add attachments to the complaint, eg a scanned copy of the complaint and/or other relevant information. 6. If necessary, <i>Secure</i> the complaint at the time it is lodged. Only managers can un-secure complaints. 7. Submit the form. If you have not completed compulsory fields, an error message will appear. 	
System actions	<ol style="list-style-type: none"> 8. A unique identifier number is allocated to the complaint. You should note this number as you may need it when searching for and updating complaints later. If you dont keep the number, you are able to search for the complaint from the complaint list - see step 10. 9. An email notification will automatically be sent to the gatekeeper or designated person as soon as the complaint is submitted. It will specify the required response time and provide a link to the complaint where it can be viewed, assigned or updated. Keep the email until the complaint is resolved as this is the easiest way to access the complaint again. The email notification is system generated, so you can not respond to it. 10. The complaint is added to the Complaints List. You can search in this list and it can also be filtered from the links in the <i>Form</i> column. Each individual complaint can be assigned/updated, viewed and sign-off by selecting the appropriate letter link: <ul style="list-style-type: none"> A - Assign / Update V - View details (you can view all the complaint details) S - Sign-off (this may only be completed when the complaint is resolved) 	

Stage	Steps	Tools & Forms
Assign or reassign the complaint	<p>11. Gatekeepers or designated people will receive the complaint as soon as it is loaded. They may reassign the complaint to a more appropriate person to resolve.</p> <p>If you need to reassign the complaint to another staff member in another site you need to identify that site using the <i>site</i> selection field before assigning the right person. If you leave the <i>Assigned to</i> field empty, the complaint will automatically assign to the gatekeeper or designated person at the new site.</p> <p>12. Add a comment to the <i>Update comment</i> field to explain the actions you have taken.</p> <p>13. Click the <i>Update</i> button.</p>	
Add updates	<p>14. Use the <i>Update comment</i> field to record all progress towards resolving the complaint.</p> <p>15. Click the <i>Update</i> button at the bottom of the screen.</p>	
Record the resolution	<p>16. Resolve the complaint as soon as possible. If it is not resolved within 5 working days it will be automatically escalated to your manager.</p> <p>17. Record the outcome in the <i>Resolution Detail</i> field.</p>	
Sign-off	<p>18. Click the <i>Sign-off</i> button.</p> <p>Note Although a complaint may be signed-off, you can still update the complaint using the <i>Update comment</i> field at any time.</p>	

Content owner: [Work and Income National Office](#) Last updated: 29 November 2020

RELEASED UNDER THE OFFICIAL INFORMATION ACT