

Policy Name:	<b>Compliments &amp; Complaints Policy</b>
Section:	<b>Governance – Risk Management</b>
Policy Number:	<b>1.4.7</b>
Policy Owner:	<b>Finance, Audit &amp; Risk Committee</b>
Date Approved:	Date of next review
27 January 2015	January 2018

**POLICY:**

The Maniapoto Maori Trust Board(MMTB) will address compliments and complaints using a best practice approach.

**COVERAGE:**

This policy covers all Trustees and staff of the Maniapoto Māori Trust Board and its affiliated entities (i.e. Maniapoto Fisheries Trust and Te Kūpenga o Maniapoto Ltd).

**RATIONALE:**

In its “*Vision: for a unified Maniapoto Iwi achieving cultural and social wellbeing, environmental sustainability and economic growth*” and its “*Mission: to engage Maniapoto Iwi to achieve the vision*”, the Maniapoto Maori Trust Board is committed to providing a quality service in its delivery of Iwi based strategies and initiatives around the Maniapoto rohe.

The underpinning *values* that MMTB will strive to demonstrate throughout all our mahi are:

- Maniapototanga
- Te Ihi, te Wehi me te Pono; Integrity, Respect and Honesty
- Whakapono, Tumanako me Te Aroha; Commitment, Vision & Compassion
- Te Kotahitanga; Unity
- Mana Māori Motuhake; Self Determination

MMTB welcomes feedback about our work to ensure we are making a difference for our Iwi and to help us set our future direction.

The types of feedback that are useful in improving our current service and setting our future direction are in the form of compliments, comments and complaints.

**Compliments:**

Compliments about the service we provide are always welcome, whether in person, over the phone, via email or in writing. They help us get a clear picture of the impacts of our work and can therefore help us set our future direction. They are also helpful in letting us know whether we are on track, or making progress in any particular area of work.

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It's especially useful when the feedback tells us specifically about the difference our work has made to the person providing the feedback and the community organisations they are involved in. When we know what works well, we can make sure we keep doing it.

We also welcome thoughts on what we can improve or on further services we can offer, such as further research opportunities, networking, resources, and so on.

### **Acknowledgement:**

The Maniapoto Māori Trust Board will acknowledge assistance, information and feedback that we receive. We will do that in various ways such as noting our thanks in our Annual Report, newsletters, by writing a letter of thanks or in other ways we feel are appropriate.

### **Complaints:**

The process outlined below is intended to promote a common sense approach and help deliver prompt resolution for any complaints lodged against the MMTB, one of trustees, one of our staff members, or any specific MMTB service or Board decision.

1. If you wish to lodge a complaint, please do this first with the person concerned, so that there is an opportunity to discuss the matter and perhaps come to a quick resolution. This way, both parties have an opportunity to understand all the issues and an initial discussion may also help to clarify exactly what the issue/s is/are. It may follow that any issue/s can be promptly addressed to the satisfaction of both parties.
2. If you do not feel satisfied with the initial steps taken to resolve the complaint, please write to or email the Chief Executive, providing as much detail as possible about the complaint. If the complaint is in relation to the Chief Executive or a Trustee, please write to or email the Chairperson of the Trust Board.
3. The Chief Executive (or Chairperson of the Trust Board, if appropriate) will then evaluate the complaint, after appropriate consultation, and respond to you in writing, within two weeks of your complaint being received.
4. If you are not happy with the Chief Executive's (or Chairperson's) response to the complaint, then please let the Chief Executive (or Chairperson) know in writing. The complaint will then be referred to the Board of Trustees for its formal consideration. The Trust Board may choose to conduct its own investigation of the matter and may ask to meet with you.
5. The Board of Trustees' decision will be considered final and will be conveyed to you in writing.
6. A record of all written complaints and actions taken to resolve them will be kept.



All complaints will be treated seriously and with due respect to those who submit them. We will endeavour to provide safe opportunities at all times for complainants to articulate any concerns that they may have.

### **Displaying this policy:**

This policy will be publicised on our website and on a notice board in the MMTB Office premises.

**Relevant Associated Documentation:**

- Māori Trust Boards Act 1955
- Deed Of Trust of The Maniapoto Fisheries Trust
- MMTB Code of Ethics
- MMTB Code of Conduct & Ethics Policy
- MMTB Risk Management Policy
- MMTB Communication Policy
- MMTB Privacy Policy
- MMTB Cultural Protection Policy
- MMTB Financial Delegation Policy
- MMTB / MFT Strategic Plan
- MMTB / MFT Annual Plan
- MMTB Complaints Register
- Māori Fisheries Act 2004
- Companies Act 1993
- Trustee Act 1956

Signature Chairperson		Signature Chief Executive	
			
Date	27/1/2015	Date	10/4/15

Approved January 2015

