NSNZ Complaints Procedures

Complaints from the Public

Complaints are received by National Office

Is the complaint a breach of our Code of Conduct?	No	Refer to local Member to resolve
	Yes	Refer to NSNZ Board

Complaints from NSNZ Member or Complaints referred to Board

1. Does the complaint involve a Board Member?	No	Full Board decides on course of action.
	Yes	Board Member concerned may not be involved in handling the complaint.
2. Does the complaint involve a Staff Member?	No	Staff may be involved in handling the complaint, if required.
	Yes	Follow Employment Dispute Procedures.
3. Can the issue be resolved by informal discussion?	No	Progress to Step 4.
	Yes	• Decide who will lead discussions • Parties agree on solution • If parties don't agree, progress to mediation.
4. Can the issue be resolved by mediation?	No	Progress to Step 5
	Yes	• Decide who will mediate • Parties sign a mediation agreement • Parties agree on solution • If parties don't agree, progress to arbitration.

5. The issue can only be resolved by arbitration.	Yes	• Decide who will arbitrate • Parties sign a arbitration agreement • Arbitrator decides on a solution if the parties cannot agree.

All conflict resolution processes will:

1. Ensure the complainant is notified of the complaint either by phone, in person or in writing.

2. Use the principles of natural justice:
   - The complainant has the right to respond
   - The complainant has adequate time to prepare a response.

3. Follow Schedule One of the NSNZ Constitution: GRIEVANCES, DISPUTES, COMPLAINTS AND DISCIPLINE