



COMPLAINTS POLICY

Owner	Board	Approval date	25 July 2022
Approved by	Board	Review date	25 July 2023

The Generation Vote Trust of Aotearoa (the Trust) recognises the importance of having a policy relating to complaints made against the Trust or its members.

1. Purpose

To ensure that the Trust has clear procedures for situations that cannot be resolved informally.

The Trust Board (the Board) is responsible for overseeing all formal complaints against volunteers, Executive members, or Trustees (Trust members).

2. Definitions

- 2.1. *Board* is Board of Trustees of the Generation Vote Trust of Aotearoa, including ex-officio members of the Board of Trustees
- 2.2. *Board Member* is any member of the Generation Vote Trust of Aotearoa Board, including ex-officio Board Members
- 2.3. *Branch Director* is a member elected as the Director of a Branch Executive of a Branch Committee at that Branch Committee's AGM, SGM or appointed through casual vacancy
- 2.4. *Branch Executive Member* is a member elected as an Executive member of a Branch Executive of a Branch Committee at that Branch Committee's AGM, SGM or appointed through casual vacancy
- 2.5. *Complaint* is a formal statement about the unacceptable or dissatisfactory conduct of a Trust member or the programme the Trust provides



2.6. *Concern* can be an informal expression of worry or doubt about the conduct of a Trust member.

2.7. *Complainant* is the person/s who makes the complaint

2.8. *Respondent* is the person/s who was complained against

2.9. *Trust* is the Generation Vote Trust of Aotearoa

3. Concerns Process

3.1. A concern can be raised with any Executive member or Board member and passed on to the relevant Branch Director or Board Chairperson.

4. Complaints Process

Any person may make a complaint about any matter relating to the Trust or its members.

4.1. **Submission of Complaint:** If the complaint is about the programme, a volunteer, Executive Member, or Board Member, complaints must be made in writing to the Board at board@generationvote.nz.

4.2. **Acknowledgement:** The Board must acknowledge the complaint in writing within 10 working days of receipt. The Respondent will be provided with the complaint and given 10 working days to respond.

4.2.1. If the respondent does not provide a response within the timeframe the process will continue.

4.3. **Review:** The Chair will normally appoint one Board Member and two Executive Members (the Panel) to review the provided information and, if necessary, ask relevant parties for further information.

4.3.1. If the complaint is about a Board Member, that Board Member will not be appointed to the Panel. The Chair may appoint further Executive members to the Panel at their discretion.



4.3.2. Any further information provided may be made available to parties involved in the complaint, but may need to be redacted to protect parties' privacy.

4.4. **Decision:** the Panel will come to a draft decision which will be sent to the Complainant and Respondent. Both parties will have 5 working days to review the draft decision for any factual errors.

4.5. **Final decision and outcome:** the Panel will provide the complainant and respondent with its final decision. If the Panel finds any wrongdoing, it will issue appropriate recommendations.

4.6. The final decision will be provided to the Board and Executive Committee.

4.7. All Complainant, Respondent and associated parties' information will be dealt with sensitively and in accordance with the Privacy Act 2020.



GENERATION VOTE COMPLAINT RESOLUTION TEMPLATE

FOR THE COMPLAINANT:

GENERAL INFORMATION	
Complaint submission date	DD/MM/YY
Name of complainant	
Complainant role	

DETAILS OF THE COMPLAINT	
Date event occurred	DD/MM/YY
Detail of complaint	
Name of person whom the complaint is about (if appropriate)	

RESOLUTION SOUGHT	
<p>If possible, describe the outcome you would like:</p> <p>Examples: I want the respondent to stop or change the behaviour that gave rise to this complaint.</p> <p>I want the respondent to understand why I am complaining.</p> <p>I want to resume a good relationship with the respondent.</p> <p>I would like to respondent to apologise for.....</p>	



Would you be willing to participate in mediation or a similar process to resolve the complaint?	
---	--