

PBC Complaints Policy

PBC welcomes customer feedback, both positive and negative. Complaints may be received regarding;

- Our procedures and policies : the way we do things and why (including timeframes)
- Our charges: what we charge for our services
- Our Employees or Contractors: how well we provide the services
- The quality of our service: the level of satisfaction a customer has with our services

Complaints may be received and initiated in the following ways;

- Verbally (in person or by telephone)
- Electronically (by email, or from the feedback section of our website)
- Post (letters)
- By way of feedback for the Customer Monitor survey process

PBC's service standard requires all complaints;

- a. will be acknowledged within **3 working days** of receipt, and
- b. Investigated and resolved within **10 working days**.
- c. If these timeframes cannot be met, the complainant is to be advised when a response can be expected.

Our Commitment to investigating Complaints

All complaints are to be investigated in a manner to ensure appropriate levels of objectivity and fairness to all parties.

Complainants as well as persons subject to a complaint have the right to the observance of the principles of natural justice in respect of their rights, obligations, or interests. Essentially, the right requires decision-makers to hear both sides of the argument. It also requires decision-makers to be impartial and to act fairly and impartially.

On the conclusion of the investigation, an authorised PBC staff member will provide a response to the complainant. This will confirm the outcome of the investigation, and any remedial actions required to address the complaint.

Any remedies required are to be proportionate to the issues raised.

All complainants will have the right of a review and can be referred to the relevant council should they be unsatisfied with the process or outcome of any complaint made.

If the Customer is still unsatisfied after using the complaint process, they can contact either the relevant BCA PBC is contracting to, or ultimately the Office of the Ombudsmen. www.ombudsmen.parliament.nz