



# MWDI

MĀORI WOMEN'S DEVELOPMENT INC

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## Internal Complaints Process

Māori Women's Development Inc ('MWDI') is committed to the proper handling of all complaints made by our customers. This manual sets out how we do so and has been designed to meet the Australia and New Zealand Standard on complaints handling – *AS/NZS 10002:2014 Guidelines for Complaint Management in Organisations*.

The contact details to make a complaint are:

Miss Tessa Gudgeon  
Phone: 04 499 6504 or 0211956661  
Email: [projectsmanager@mwdi.co.nz](mailto:projectsmanager@mwdi.co.nz)

Our internal complaint process is as follows:

### 1. Recognition, acceptance and recording of a complaint.

We recognise a complaint as:

*'An expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.'*

Our philosophy is that any of our whānau have the right to complain and should be able to easily find out about how to do so. A complaint can be made to 'MWDI' in person, by telephone, via email or in writing.

We recognise the seriousness of complaints can vary and we treat each complaint individually. We categorise our complaints into two different levels.

A Level 1 complaint is one that we can resolve quickly (1-5 days) and without major work. For example, a complaint that we have incorrectly recorded their address.

A Level 2 complaint is one requiring a fuller investigation and a well-considered response. For example, a complaint that our actions have caused a financial loss to our whānau.

We have a Complaints Register that we use to record all complaints.

To the best of our ability, we capture and record information on all Level 1 complaints.

We capture and record information on all Level 2 complaints.



## **2. Acknowledgement to whānau and explanation of our process.**

We acknowledge and send confirmation of receipt of a complaint to whānau within 1-3 working days.

This acknowledgment includes an explanation of our internal complaint process and the right to refer an unresolved complaint to our independent external dispute resolution scheme - Financial Dispute Resolution Service.

Acknowledgement of a Level 1 complaint may be provided at the same time as resolution of the complaint is provided.

## **3. Investigation of a complaint**

Once we have received a complaint and if it cannot be resolved quickly and simply, we will investigate the complaint. In doing so we treat our whānau with respect and encourage them to provide us with as much information as possible about their concerns.

Once we receive that information, we consider it carefully with an aim of finding a resolution suitable to all parties. We look at as many resolution options as possible during this process.

If possible, the complaint is handled by someone in our organisation who is not a party to the complaint so that the investigation is undertaken objectively.

We have provided training in complaint handling to our staff who are responsible for complaints and they are empowered to make decisions on complaint outcomes. If needed, they are able to consult with experts in the field of complaint resolution.

Our aim is to have any complaint investigation finalised within four weeks.

## **4. Response to our whānau**

Upon completion of our investigation we contact whānau to discuss the next steps. This may include negotiating a resolution, explaining our position or suggesting alternative options whānau may be able to consider.

We also inform whānau about their right to refer the complaint to the Financial Dispute Resolution Service and provide the contact details. We are committed to fully cooperating with the Financial Dispute Resolution Service -see Point 7 for details.

## **5. Fees and Privacy**

There is no charge to whānau for our complaint handling process or if their complaint is referred to the Financial Dispute Resolution Service.

At all times we respect our customers' privacy and our process operates in accordance with the privacy rules.

#### **6. Other information about our internal complaint process**

We aim to communicate with whānau in a clear and understandable manner and whānau are encouraged to ask questions if they are unclear on our complaint process.

Our process and the aim of reaching a resolution acceptable to all parties is fully supported by our senior management and our Board.

#### **7. If we cannot resolve your complaint**

If the resolution we have offered is not acceptable to whānau, they can contact our external and independent dispute resolution scheme.

We have nominated the Financial Dispute Resolution Service (FDRS) as our external dispute resolution scheme.

FDRS is approved by the Minister of Consumer Affairs to help consumers resolve complaints between financial service providers and their customers. FDRS is independent from the financial industry and its services are free to consumers.

You can contact FDRS on:

Free telephone within NZ: 0800 337 337

Overseas: +64 4 910 9952

Email: [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

Website: [www.fdrs.org.nz](http://www.fdrs.org.nz)

Mail: Freepost 231075, PO Box 2272, Wellington, 6140