

## Feedback is welcome

We are interested to receive your feedback about ideas to improve our services or compliments about our service or an individual staff member. All feedback will be registered in the central tracking system. You will receive acknowledgement of the feedback and what action has been taken.

Whilst we are happy to receive your complaint, compliment or suggestion in a format that suits you, for your ease of access a Complaints, Compliments and Suggestions form is available for you to use. This form can be accessed via our website, collected from Council's office, library or posted to you upon request. Papakura District Council contact options can be found at the back of this guide.

### Source of Information

The following organisations may have information relevant to you depending on your concern:

- Ombudsmen:  
[www.ombudsmen.govt.nz](http://www.ombudsmen.govt.nz)
- Department of Building and Housing:  
[www.dbh.govt.nz](http://www.dbh.govt.nz)
- Ministry for the Environment :  
[www.mfe.govt.nz](http://www.mfe.govt.nz)
- Joint department of Department of Building and Housing and Consumer's Institute website on building matters for consumers:  
[www.consumerbuild.org.nz](http://www.consumerbuild.org.nz)

Information Guides are also available on:

- Building Consents
- Development Contributions
- Dogs
- Land Information Memoranda
- Liquor Licensing
- Property Information Memoranda
- Resource Consents (Land Use)
- Swimming Pools
- Subdivisions
- Treated Timber

### Contact options for Papakura District Council

Telephone Customer Services on 09 295 1300

Email: [customerservices@papakura.govt.nz](mailto:customerservices@papakura.govt.nz)

[www.papakura.govt.nz](http://www.papakura.govt.nz)

#### Visit in person:

35 Coles Crescent, Papakura;  
Sir Edmund Hillary Library, Accent Point

#### Correspondence:

Papakura District Council

Private Bag 7, Papakura

Facsimile: 09 298 1906



# A GUIDE TO Providing Complaints and Feedback on Regulatory Services IN PAKAKURA

## A Guide for Applicants and Residents

If you are concerned about the standard of service provided in relation to a resource or building consent, land information memorandum, liquor licence or other type of consent; slow or lack of action by Council or its staff affecting an individual or group of customers or residents, Council encourages you to provide us feedback or complain. All complaints will be taken seriously and investigated, reviewed and responded to via the complaints process defined in this brochure.

### Statutory Rights

Council's complaint process is not an alternative or additional system for applicant's statutory rights under the various legislation that consents are considered. If you have concerns about your consent or conditions, for example, under the Resource Management Act 1991, you have the right to object under section 357, or appeal to the Environment Court within the specified timeframe of the relevant legislation.

### What can I complain about?

The complaint process will consider all complaints or feedback and includes delays in responding to a complaint; delays in processing a consent; conditions of a building consent; level of service provided; and other non-statutory matters.

If your complaint is a matter that is provided for under legislation you will be advised and given information of what your rights are.

### How do I make a complaint?

Your complaint must be in writing via Council's feedback form available from:

- Council's building at 35 Coles Crescent, Papakura; or
- The Sir Edmund Hillary Library in Accent Point, or;
- At [www.papakura.govt.nz](http://www.papakura.govt.nz), or;

- Send a letter or email with details of the issue and your contact details.

If you are unable to make a written complaint, telephone Council's Customer Services with the details of issue, including your contact details.

### What will happen to my complaint?

All complaints will be registered and tracked in a central system. Your complaint will be dealt with promptly, handled fairly and politely, and investigated thoroughly.

You will be informed of the outcome and the response you receive will include:

- acknowledgement of the issues of your complaint;
- information responding to your concerns, unless the information is confidential to the organisation as defined under the Official Information and Meetings Act;
- a clear decision or recommendation unless the matter is formally provided for under legislation.

#### ► Stage 1: First complaint

Your complaint will be forwarded to the Director Regulatory Services for a response and appropriate action. This includes investigation and review by the appropriate department Manager (unless the complaint involves the Manager). We will acknowledge your complaint either in writing or by phone within 3 working days and aim to have a response to you within 10 working days or a specified period. If this target cannot be met, you will be informed of the reason for the delay and the new target for responding.

#### ► Stage 2: Your complaint has been investigated and you are still not satisfied

Your complaint will be investigated by the Director Regulatory Services. Again we will acknowledge your complaint within 3 working days and aim to either

respond to you within 10 working days or explain why it will take longer and when we expect to provide you with a response.

If you are not satisfied with the decision, then your complaint will be referred to the Chief Executive Officer.

#### ► Stage 3: Your complaint has not been settled to your satisfaction

The matter can be referred to the Chief Executive Officer. The Chief Executive Officer will investigate the matter and respond to you.

### Damage/Insurance Claims

All claims involving damages against Council are to be referred to the Director Regulatory Services. All such claims will be registered, processed, tracked and responded to.

- You will receive acknowledgement of the claim;
- Council will research and investigate;
- Council will notify its insurance company;
- If the claim is accepted by the insurance company it will take over the management of the matter until resolution;
- If the claim does not involve our insurance company, Council will take all appropriate steps to resolve the claim;
- The Director Regulatory Services will remain as the key contact for Council.

### Statutory Appeals/Judicial Review/Disputes Tribunal

All statutory objections, appeals or claims against Council or its decision are to be referred to the Director Regulatory Services. The Director will respond appropriately but this will generally be via Council's Solicitors in line with the statutory or Court defined procedures.