



NZCF complaints policy

Rationale: The New Zealand Choral Federation (NZCF) recognises the importance of having a policy and set of procedures relating to any complaints made against the organisation or its employees or volunteers.

Purpose: To provide a fair policy and set of procedures for situations where complaints cannot be resolved between the parties.

Procedure: Anyone wishing to make a complaint to the NZCF is asked first to contact directly the person or region that provided the service in order to discuss the matter and hopefully come to a quick resolution.

However, if this is not possible or desirable, or a direct approach has not achieved the desired outcome, the complainant should contact one of the following people:

- NZCF Chief Executive Christine Argyle
tel. 04 213 8883 or 027 499 8883; email christine.argyle@nzcf.org.nz
- NZCF Chair Juliet Dreaver
tel. 0274 456 522; email juliet.dreaver@nzcf.org.nz

Complaints will be acknowledged within two working days of receipt.

A written answer will be provided to the person making the complaint by the person contacted or they will be advised how much time is anticipated to investigate and provide a response to the complaint.

If the complaint cannot be resolved to the satisfaction of both parties, the complaint will be referred to the full NZCF Governance Board for consideration.

Revised 20 June 2020