



30 June 2023

Sarah

fyi-request-22929-0467590e@requests.fyi.org.nz

Tēnā koe Sarah

On 27 May 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

I would like ALL information that the Ministry of Social Development holds about the Complaint Process for MSD clients currently receive financial support and assistance.

I also have a specific interest in the Complaint Process which includes an MSD Client making a complaint using the online complaint form. I'd like full disclosure of ALL information around this way of making a complaint, from filling in the form, to the email acknowledgement, response and response times.

I'd like to get any policy, procedures and internal processes for managing, navigating and responding to MSD Clients.

I'd like ALL information on statistical information of complaints over the last five years, of anyone who has identified as being a disabled persons, which is available to the general public (not interested in any personal information of MSD clients or staff)

action on statistical information of complaints over the last five years, of anyone within the South Auckland region which is available to the general public (not interested in any personal information of MSD clients or staff)

On 2 June 2023, the Ministry emailed you seeking a refinement to three parts of your request. The first part sought a refinement to the part of your request seeking any policy, procedures, and internal processes for managing, navigating, and responding to Ministry clients, on the basis it appeared broad and may be refused due to substantial manual collation. The second part was the part of your request that sought statistical information for the South Auckland area, we explained that we were unable to breakdown our data to the South Auckland level and we asked whether you were prepared to accept the Auckland region level as an alternative refinement. The third part was

whether you wanted the StudyLink complaint population included in our response.

On 9 June 2023, you responded to our email, asking the Ministry to suggest a refinement to the part of your request which sought any policy, procedures and internal processes for managing, navigating and responding to Ministry clients. You also confirmed that you would accept statistical information at the broader Auckland level.

On 14 June 2023, the Ministry contacted you again to ask whether you were seeking the StudyLink data, and we also asked whether you preferred calendar year or financial year data. In your reply on the same day, you did not clarify either of these points. We are therefore providing you with calendar year information, and I would encourage you to submit another request for information if you are seeking further information about StudyLink.

In terms of the part of your request that sought any policy, procedures and internal processes for managing, navigating and responding to Ministry clients, thank you for your most recent email of 14 June 2023, and the clarification that you are wanting the complaints policy for complaints made by Work and Income clients.

To aid clarity, parts of your request will be grouped-up and responded to in-turn:

I would like ALL information that the Ministry of Social Development holds about the Complaint Process for MSD clients currently receive financial support and assistance.

I also have a specific interest in the Complaint Process which includes an MSD Client making a complaint using the online complaint form. I'd like full disclosure of ALL information around this way of making a complaint, from filling in the form, to the email acknowledgement, response and response times. I'd like to get any policy, procedures and internal processes for managing, navigating and responding to MSD Clients.

The Ministry takes all complaints seriously, not only to resolve the particular issue raised but also for continuous improvement of the service we provide to our clients.

A complaint must be acknowledged within 24 hours (unless it is resolved within that time). All complaints need to be fully investigated and resolved within 5 working days, unless there is a good and sufficient reason for the delay. Where there is a delay, the client must be kept informed of the progress.

The Ministry's publicly available website sets out the complaint process for anyone who wishes to make a complaint to the Ministry, at this link:

www.msd.govt.nz/about-msd-and-our-work/contact-us/complaints/index.html

The following link on the Ministry's website provides insights into the complaint process and how it is managed:

www.workandincome.govt.nz/about-work-and-income/complaints/index.html

This is a link to a copy of the online complaint form template available on the Ministry's website:

workandincome.govt.nz/form/workandincome/govt/nz/form.req2?requestType=workandincome-govt-nz-complaints-form

The following link is publicly available on the StudyLink website and provides the process for anyone who wishes to make a complaint about a StudyLink service: www.studylink.govt.nz/about-studylink/services/making-a-complaint.html

Please see the enclosed **Appendix One** that we have identified within scope of your request. The following resources contained in **Appendix One** are held on the Ministry's Intranet page:

- Handling Complaints
- Complaints to the Privacy Commissioner
- Complaints: Overview and Management
- Recording and Managing Complaints in Here Is Your Answer (HIYA)

Additionally, **Appendix One** includes a copy of the acknowledgement that a person receives when they submit a complaint on the Ministry's website.

The Ministry is unable to provide you with data on the average time taken to acknowledge complaints and response times, as the Ministry does not record the date a form was acknowledged. Therefore, this part of your request has been refused under section 18(e) of the Act, as the information does not exist.

I'd like ALL information on statistical information of complaints over the last five years, of anyone who has identified as being a disabled persons, which is available to the general public (not interested in any personal information of MSD clients or staff)

We are unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information, Ministry staff would have to manually review a substantial number of files. As such, we refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

We have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested.

We have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

Action on statistical information of complaints over the last five years, of anyone within the South Auckland region which is available to the general public (not interested in any personal information of MSD clients or staff)

Our ability to report at the South Auckland level is not centrally recorded and would divert staff from their core duties to deliver on this request. Thank you for agreeing to refine your request to the broader Auckland region, please see the enclosed **Appendix Two** which provides (across **Table One** and **Table Two**) the number of complaints received in the Auckland Region between 1 January 2018 and 31 May 2023, by complaint type.

When interpreting the number of complaints received in the Auckland region, it is important to consider its population size and the high proportion of clients that are based in the region. The total number of complaints in the Auckland region reflect a small proportion of the overall interactions we have with clients in the region.

To highlight this, we are also including a link to the Ministry's publicly available Benefit Fact Sheets: www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/index.html. Of note, the number of main benefit recipients in the Auckland Metro region was 105,957 as-at quarter ending 31 March 2023, this reflects 30.7% of the total number of main benefit recipients nationwide. You can read more at the following link: quarterly-benefit-fact-sheets-work-and-income-regions-tables-march-2023.xlsx (live.com). Similarly, you will note that the total number of New Zealand Superannuation recipients in Auckland Super City during the quarter ending 31 March 2023 was 212,976 which reflects a large proportion of the national total: quarterly-benefit-fact-sheets-nzs-and-vp-tables-march-2023.xlsx (live.com)

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response about complaint related information, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

A handwritten signature in blue ink, appearing to read 'JRussell', written over a circular stamp or watermark.

Jayne Russell

**Group General Manager | Client Service Delivery
Ministry of Social Development**

Appendix One

Handling complaints

How to lodge a complaint, types of complaints, what to do with complaints around certain units/lines and how to manage them.

! All complaints for Emergency Housing (supplier or occupant) must be assigned to the relevant regional office - do not assign these to individual case managers.

You may get calls from people wanting to make a complaint. This could be for a variety of reasons including (but not limited to):

- how long it took us to answer their call
- a staff member providing insufficient information
- how long it took to get back to them about something
- an emergency housing supplier or occupant.

Clients have the right to make a complaint and have the matter looked into. We take all complaints seriously and aim to learn from them. We'll also try to make sure the same thing doesn't happen again. The caller may be happy to discuss their issue with you when they make the complaint, allowing you to resolve it immediately. If not, you must lodge it in old HIYA.

Complaints for Remote Client Unit | Government Helpline | Fraud Investigation | Emergency Housing

Remote Client Unit

Any RCU clients must be transferred to RCU (0800 222 007). They can leave a voicemail and their complaint will be followed up by the unit. If they call outside of business hours, tell them to call back Monday - Friday, 8.30am - 4.30pm.

Don't add the complaint in old HIYA.

Government Helpline

Any complaints received on the Government Helpline should be recorded in the Government Helpline template. This gives visibility for any trends that may develop by working with other agencies but is not our issue to resolve.

The only complaints that should be lodged are ones about services provided through the Government Helpline or our response to the event.

Fraud Investigation

If a client wants to make a complaint about a letter asking them to provide information, in the first instance please refer them to the Investigator who has sent the request. The investigator's name will be on the letter in CMS.

- If the client wants to lodge a complaint about information gathered for a previous fraud case, please refer them to the [investigation enquiry form](#) (Work and Income website).
- Complaints about the right to gather information about a client (use of Schedule 6 powers) can also be lodged with the Office of the Privacy Commissioner or with the Ministry's internal Privacy Team.

Emergency Housing

All complaints for Emergency Housing (supplier or occupant) must be assigned to the relevant regional office in old HIYA - do not assign these to individual case managers. Make sure you choose the most accurate complaint type eg there are 10 emergency housing specific complaint types to choose from.

Important: If it's a complaint about an Emergency Housing occupant, please do not add any client information (first/last name, address, client number or contact number) into the form - leave these fields blank to maintain privacy.

How to lodge a complaint in HIYA

A complaint is not a review of decision. These have their own guidelines and processes.

Step	Process
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1.	<p>Access old HIYA Complaint Management System</p> <ol style="list-style-type: none"> 1. open your HIYA web browser 2. login <ul style="list-style-type: none"> • username - your CNP login • password - your password
2.	<p>Record the complaint</p> <ol style="list-style-type: none"> 1. Complete the form to record all details of the complaint <p>Important: If it's a complaint about an Emergency Housing (EH) occupant, please do not add any client information (first /last name, address, client number or contact number) into the form – please leave these fields blank to maintain privacy.</p> 2. Make sure you choose the most accurate complaint type eg there are 10 emergency housing specific complaint types to choose from. When selecting the site involved in the complaint: <ul style="list-style-type: none"> • assign all EH supplier complaints to the relevant regional office • assign all other complaints to the relevant service centre, regional office or unit - Do not assign to National Office, Contact Centre Operations, etc • if you're unsure where the complaint should go, assign it to your site and the Gatekeeper who will determine where it's best to go. 3. click 'submit' once you have finished <p>Important</p> <ul style="list-style-type: none"> • all information recorded must be professional. If the client has used abusive language, don't add this to the complaint. Just record that the client has used abusive/threatening/rude language • if the complaint is about an individual, don't put their name in the details section. If you need to refer to them, please put their role eg, customer service representative or case manager (there is a separate section where you can add the name). <p>Complaints about Fisher and Paykel If the client has a complaint about Fisher and Paykel:</p> <ol style="list-style-type: none"> 1. lodge this in HIYA 2. complete the CMS note 'Hardship whiteware complaint' with as much detail as possible (issue, complaint number etc) 3. copy and paste the CMS note into an email and forward to Procurement_whiteware@msd.govt.nz. This team will then investigate the complaint with Fisher and Paykel and provide the site with an outcome to complete HIYA. <p>The gatekeeper will assign the complaint to the client's office.</p> <p>More information: Complaint process involving Fisher and Paykel (Doogle)</p>
3.	<p>Complaint number</p> <p>Once you click 'Submit', a box will pop up with the HIYA complaint number.</p> <p>You need to:</p> <ul style="list-style-type: none"> • write this number down • tell the client • add it to a CMS note under 'General Engagement' <p>If you don't write the number down, you can search for it in the complaints list - it will be assigned to your site, with the date and time it was submitted. You can check by clicking on 'V'.</p>

4.	<p>Sign Off</p> <p>Once the complaint has been submitted, the site gatekeeper who receive a system generated email to follow up and re-assign if necessary.</p> <p>The assigned person will look into the complaint and update it as appropriate. Once the complaint has been resolved, you will receive an email (you don't have to do anything with this).</p>
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Types of complaints

Complaints can be made verbally or in writing and can lodged with CSRs, services centres, regional or national office. All complaints must be lodged in the HIYA complaints system and then assigned to the correct place.

Complaint Type	Definition	Example
Action Taken	Complainant is not happy about the action a staff member has taken as it's caused hardship or distress to the client.	<ul style="list-style-type: none"> • staff member changes a client's appointment time without talking with the client first • client was referred to an inappropriate seminar
<p>CE Correspondence</p> <p>(National Office only)</p>	<p>A complaint is made to the Chief Executive (CE) about a service received from MSD.</p> <p>This correspondence is formally lodged with Ministerial and Executive Services in National Office. There are strict timeframes for providing a written response in order for the letter to be sent from the CE.</p> <p>If a client requests the CE email suggest they are supplied with the feedback form first. This is the best way to make sure complaints are sent to the right place. If this does not satisfy the client then they can direct concerns to Debbie_power@msd.govt.nz . Speak to a manager first before giving this email.</p>	<p>More information: Ministerial and Executive Services</p>
Confidentiality	Complainant states their information hasn't been kept confidential.	<ul style="list-style-type: none"> • personal information was discussed and overheard by nearby staff and clients • personal information has been released without the client's consent eg, family members, third parties <ul style="list-style-type: none"> • client could see personal information of other clients on the desk when they came in

Designated Health Practitioner OR Medical Appeals Board Member	A complaint about a designated health practitioner or medical practitioner on a medical appeals board.	<ul style="list-style-type: none"> • <i>Manner</i> - eg practitioner was abrupt, rude or didn't give their case due consideration • <i>Conduct</i> - eg practitioner behaved or said something inappropriate • <i>Decision</i> - eg client is unhappy about a health practitioner's decision. <p>Note: this becomes a matter for the Medical Appeals Board.</p>
Environment	A complaint about a service centre / community link's appearance or functionality.	<ul style="list-style-type: none"> • not accessible to public transport / free parking • no suitable access for disabled clients • site is dirty / smells / dead plants • site is operating on skeleton staff due to planning or training
Information Provided	Complainant is unhappy with information provided by staff.	<ul style="list-style-type: none"> • staff member has insufficient product / process knowledge • client wasn't offered appropriate advice or service
Interpersonal Skill / Staff Attitude	Complaint about a staff member's attitude, manner or demeanour.	<ul style="list-style-type: none"> • client felt belittled during an appointment • staff member was abrupt on the phone or on reception • staff member wasn't listening to the client
Policy / Legislation / Procedural (This is not a Review of Decision)	Complaint about the policy or processes used by Work and Income.	<ul style="list-style-type: none"> • unhappy about opening hours • feels a policy is incorrect / unfair / wants to change

Technology	Complaints about delay in payments that have been caused by a system delay/fault in service provided due to system outages.	<ul style="list-style-type: none"> • delayed payments from SWIFTT • delays in answering calls at the contact centre
Timeliness	Complaint about a delay in getting a service or decision from Work and Income.	<ul style="list-style-type: none"> • benefit application hasn't been granted and it is passed the expected timeframe. • staff member hasn't responded to a client's voice mails / emails
Emergency Housing (EH)	A complaint about an emergency housing supplier or occupant.	For examples, see Complaints from an EH Supplier or EH Occupant (Doogle)

Released under the Official Information Act (1982)



CARD SERVICES	+
DESKFILE	+
EMPLOYMENT AND TRAINING	+
INCOME SUPPORT	+
LEGISLATION	-
Acts	
Guidelines	-
Official Information Act 1982 guidelines	
Privacy Act 2020 guidelines	
Ministerial directions	+
Reciprocal orders	
Regulations	+
Welfare programmes	+
SOCIAL HOUSING	+
STUDENTS	+
TO OR FROM OVERSEAS	+
YOUTH SERVICE	+

Complaints to the Privacy Commissioner

[CONTENTS »](#)

If a client believes that the Ministry of Social Development has breached their privacy and is not satisfied with how the Ministry has handled their complaint, they can ask the Privacy Commissioner to investigate. The Privacy Commissioner will:

- decide whether to investigate the complaint
- require Ministry staff members to answer questions and require the Ministry to give information relating to the complaint
- determine whether interference under the Privacy Act 2020 has taken place
- explore the possibility of a settlement

Privacy complaints can go to the Human Rights Review Tribunal for resolution if they cannot be resolved by the Privacy Commissioner. The Human Rights Review Tribunal can award damages of up to \$350,000 against the Ministry to the complainant for interfering with their privacy.

For more information, from the Office of the Privacy Commissioner, see:

- [Introduction to complaints](#)
- [Contact us](#)

Legislation

- [Complaints section 70 Privacy Act 2020](#)

[TOP ▲](#)

[? Helpline](#) [Feedback](#)

[Privacy Act 2020 guidelines - Contents](#)

Complaints Overview and Management

This provides you with information about receiving and manage general or client (or their agent/advocate) complaints.

On this Page:

What is a complaint?

A complaint is an expression of dissatisfaction, usually about service, staff, behaviour or the environment. Complaints that relate to specific service received should not be dealt with by the person concerned, although the person concerned should be given an opportunity to provide an explanation.

A complaint can be made verbally, through the online complaint form on our website, or in writing. Complaints can be lodged with contact centres, service centres, regional offices or national office and should always be recorded in the [old HIYA system \[http://hiya/Default.jsp\]](http://hiya/Default.jsp).

Note a complaint is not a review of decision; these have their own guidelines and processes.

The link below provides you with definitions and examples of the types of complaints you may receive. These are also available via a link directly on the lodging a complaint form in the HIYA Complaints Management System.

[Complaint types, definitions and examples \[http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaint-types-definitions-and-examples.html\]](http://doogie/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaint-types-definitions-and-examples.html)

Where are complaints recorded?

While complaints can be received through multiple channels, they should **all** be recorded in the HIYA Complaints system. This allows recording and managing of a complaint from receipt to resolution.

Standards about how to manage a complaint have also been developed.

Providing a central and standard complaint process supports Service Excellence. Service Excellence is an agreed set of standard practices and processes used to deliver service to Work and Income clients, resulting in a professional and consistent service.

[Our Client Commitments \[http://doogie/business-groups/helping-clients/service-delivery/strategy-and-change/client-commitments/client-commitment-overview.html\]](http://doogie/business-groups/helping-clients/service-delivery/strategy-and-change/client-commitments/client-commitment-overview.html)

Timeliness Standards

A complaint must be:

acknowledged within 24 hours (unless it is resolved within that time).

fully investigated and resolved within 5 working days, unless there is a good and sufficient reason for the delay.

Where there is a delay, the client must be kept informed of progress.

Who manages complaints?

A complaint can be received and recorded by any person (or through the online complaint form on the [Work and Income website \[https://www.workandincome.govt.nz/about-work-and-income/complaints/index.html\]](https://www.workandincome.govt.nz/about-work-and-income/complaints/index.html)). The webform will route the complaint to a person within the clients region. They will ensure it is sent to the correct place. Generally this person will lodge the complaint to HIYA for the appropriate unit. Exceptions to this will be where the complaint:

Relates to an unknown staff member at the Contact Centre - these can be escalated to Contact Centre Operations Team National Office

Sensitive matters that may need to be escalated to HR or a Senior Manager

Non-complaints (i.e., requests for Hardship assistance; questions) - which can be lodged to S2P or Q-Manager, or sent to the local site

Once it is recorded it will automatically be assigned to a gatekeeper or designated person. The gatekeeper or designated person will be responsible for managing the complaint from the time it is received until the time it is resolved.

Gatekeepers or designated people are generally:

Service Centre - Manager Client Service Delivery or Manager Client Service Operations

Regional Office - Executive Assistant to the Regional Director

Contact Centres and Processing Units - specifically assigned gatekeepers

National Office - will vary depending on department

Gatekeepers and designated persons may assign the complaint to a more appropriate person to resolve, however they are still responsible for the complaint until it is resolved.

Recording and acknowledging a complaint

Once a complaint is received, it must be recorded in the HIYA Complaints Management System. Once recorded, it will be assigned a number then will automatically be assigned to a gatekeeper or designated person.

Information recorded must be factual because the client can request a copy of all information we hold about them.

[Process on how to log a complaint in HIYA \[http://doogole/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/hiya-instructions-for-complaints.html\]](http://doogole/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/hiya-instructions-for-complaints.html)

Assessing a client complaint

If a complaint is received, then the following steps should be taken:

Step	Action	Links
1.	<p>Initial assessment:</p> <ul style="list-style-type: none"> • Does the complaint need to be escalated immediately (e.g. threat of harm to self or others)? <ul style="list-style-type: none"> ◦ If yes, go to step 2. ◦ If no, continue. • Do we need more information? <ul style="list-style-type: none"> ◦ If yes, email the submitter to request more information. ◦ If no, continue to step 3. 	
2.	<p>Ensure you complete the following to escalate the complaint appropriately.</p> <p>Threats of self-harm:</p> <ul style="list-style-type: none"> • Contact the manager(s) of the local Service Centre for a welfare check to be arranged (by Police) immediately. • Ensure the complaint is lodged in HIYA and assigned to the appropriate manager. <p>Threats to staff:</p> <ul style="list-style-type: none"> • Email the following people/teams immediately: <ul style="list-style-type: none"> ◦ Manager(s) for the Service Centre, or Unit ◦ Regional Director - or Senior Manager (Manager Contact Centre Services/Manager Centralised Services) ◦ Health, Safety and Security and IT Security teams at National Office <p>Threat to contact media outlets:</p> <ul style="list-style-type: none"> • Email the following people/teams immediately <ul style="list-style-type: none"> ◦ DCE Office Service Delivery [https://doogole.ssi.govt.nz/business-groups/helping-clients/service-delivery/teams/dce-office.html] ◦ Media [https://doogole.ssi.govt.nz/business-groups/organisational-assurance-and-communications/comms-and-engagement/media-team.html] ◦ Manager(s) for the local office(s) <p>Next, continue to step 3 regarding the complaint itself.</p>	Recording incidents in STAR
3.	<p>For complaints about our Contact Centre or Processing Units, is the staff member been identified?</p> <ul style="list-style-type: none"> • If yes, continue to step 4. • If no, refer to Contact Centre Services [https://doogole.ssi.govt.nz/community/display/HIYA/Contact+Centre+laiison+guide] to confirm staff member details (or, speak with your Manager) and continue to step 4. 	

4. Lodge details in HIYA. An email will be sent to the gatekeeper of the assigned site.

Complaints from Emergency Housing Occupants or Suppliers

Complaints about EH suppliers and/or EH occupants are managed by Regional Managers or a delegated person.

For more information see:

[EH Supplier \(Complainant\) Complaint Process \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/eh-suppliers-complainant-complaints.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/eh-suppliers-complainant-complaints.html)

[EH Occupant Complaint Process \[http://doogle/resources/helping-clients/procedures-manuals/social-housing/eh-occupant-complaints-process.html\]](http://doogle/resources/helping-clients/procedures-manuals/social-housing/eh-occupant-complaints-process.html)

Complaints for Youth Service (Youth Payment and Young Parent Payment)

Youth Service client complaints are generally managed by one of the following:

Youth Services Support Unit (YSSU)

Service Provider

Regional Contracts Manager

Service Centre Manager

For more information see:

[Complaints process for Youth Service clients \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-for-youth-service-clients.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-for-youth-service-clients.html)

Complaints about Preferred Suppliers (Whiteware; Glasses)

The complaints process about a preferred supplier for Hardship Assistance will depend on what the issue is. For more information see:

[Complaints process involving Fisher & Paykel Appliances Ltd \[http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-involving-fisher-paykel.html\]](http://doogle/resources/helping-clients/procedures-manuals/work-and-income/core-procedures/complaints/complaints-process-involving-fisher-paykel.html)

Reporting and monitoring

Monitoring

Complaints must be regularly monitored by gatekeepers and designated staff to ensure that standards are met, with an emphasis on quality, accuracy and timeliness.

Reporting

A report can be obtained from HIYA at any time and can provide information about complaint types, outstanding complaints and/or signed off complaints.

You can also monitor trends and other information by exporting the standard HIYA complaint report to 'csv' format. From this you can report on all data that is captured when a report is lodged.

Managers should regularly monitor for trends so that improvements can be made.

Automated reporting from HIYA is currently being developed and will be available from this page in 2008.

Content owner: [Service Delivery Planning and Analysis](#) Last updated: 22 November 2022

Recording and managing complaints in HIYA

If you receive a complaint, the following process must be followed so the complaint can be managed from receipt to resolution.

Stage	Steps	Tools & Forms
Access HIYA Complaints Management System	<ol style="list-style-type: none"> 1. There are three ways to access HIYA: <ul style="list-style-type: none"> • <i>Start Button > Menu System > HIYA > HIYA Live</i> • In the location bar in doogle, type <i>HIYA</i> and press <i>ENTER</i> • From the link in an email if you are accessing a complaint that is already lodged. 2. Log in to HIYA. Use your CNP Login, eg <i>jblog001</i> and enter the password. The password will be the same password you use to access your calendar. 3. From the menu bar, select <i>Complaint</i>. 	
Record a complaint	<ol style="list-style-type: none"> 4. Select <i>Lodge Complaint</i> from the Complaints homepage. This can also be selected from the menu bar. 5. Complete the form to record all the details of the complaint. Ensure that you enter as much detail as possible. Remember that clients can request copies of their personal information, so ensure the information you enter is appropriate. If a staff member is the subject of a complaint, do not enter their name in the details section; there is a separate field for this which links to the Global directory. You may also add attachments to the complaint, eg a scanned copy of the complaint and/or other relevant information. 6. If necessary, <i>Secure</i> the complaint at the time it is lodged. Only managers can un-secure complaints. 7. Submit the form. If you have not completed compulsory fields, an error message will appear. 	
System actions	<ol style="list-style-type: none"> 8. A unique identifier number is allocated to the complaint. You should note this number as you may need it when searching for and updating complaints later. If you dont keep the number, you are able to search for the complaint from the complaint list - see step 10. 9. An email notification will automatically be sent to the gatekeeper or designated person as soon as the complaint is submitted. It will specify the required response time and provide a link to the complaint where it can be viewed, assigned or updated. Keep the email until the complaint is resolved as this is the easiest way to access the complaint again. The email notification is system generated, so you can not respond to it. 10. The complaint is added to the Complaints List. You can search in this list and it can also be filtered from the links in the <i>Form</i> column. Each individual complaint can be assigned/updated, viewed and sign-off by selecting the appropriate letter link: <ul style="list-style-type: none"> A - Assign / Update V - View details (you can view all the complaint details) S - Sign-off (this may only be completed when the complaint is resolved) 	

Stage	Steps	Tools & Forms
Assign or reassign the complaint	<p>11. Gatekeepers or designated people will receive the complaint as soon as it is loaded. They may reassign the complaint to a more appropriate person to resolve.</p> <p>If you need to reassign the complaint to another staff member in another site you need to identify that site using the <i>site</i> selection field before assigning the right person. If you leave the <i>Assigned to</i> field empty, the complaint will automatically assign to the gatekeeper or designated person at the new site.</p> <p>12. Add a comment to the <i>Update comment</i> field to explain the actions you have taken.</p> <p>13. Click the <i>Update</i> button.</p>	
Add updates	<p>14. Use the <i>Update comment</i> field to record all progress towards resolving the complaint.</p> <p>15. Click the <i>Update</i> button at the bottom of the screen.</p>	
Record the resolution	<p>16. Resolve the complaint as soon as possible. If it is not resolved within 5 working days it will be automatically escalated to your manager.</p> <p>17. Record the outcome in the <i>Resolution Detail</i> field.</p>	
Sign-off	<p>18. Click the <i>Sign-off</i> button.</p> <p>Note Although a complaint may be signed-off, you can still update the complaint using the <i>Update comment</i> field at any time.</p>	

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WORK AND INCOME

TE HIRANGA TANGATA

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Thanks

Your complaint has been submitted. We'll investigate to see what went wrong and how it can be put right.

If you've given us your contact details, we'll let you know we've received your complaint and what we'll do to resolve it.

Index of page links

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