



## **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 Grant Hutchinson  
tel. 021 154 6923, email [grant.hutchinson@nzcf.org.nz](mailto:grant.hutchinson@nzcf.org.nz)
- NZCF Chair John Rosser  
tel. 0274 930 606, email [chair@nzcf.org.nz](mailto:chair@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.

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