

CUSTOMER SERVICE POLICY

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Here at the Manawātū District Council, we aim to provide friendly and efficient service, each time you deal with us.

1 Response times

- 1.1 Some of our services have legislated response times or target response times identified in our Long-term Plan, which we aim to meet.
- 1.2 For other services, we will aim to acknowledge your request or feedback within 24 hours. If your request requires a resolution and is straightforward, we will aim to get back to you within 5 working days. If your query is more complex, we will let you know the timeframe we're working towards and will keep you updated.

2 Compliments

- 2.1 If you wish to compliment a service or employee, please get in touch with us (our contact details are below). We will acknowledge your feedback and share it with relevant staff.

3 Complaints

- 3.1 If you are approaching us for a service for the first time, such as reporting a missed rubbish collection, a pothole or blocked drain, we will treat this as a maintenance issue rather than a complaint. For these issues, you can check out [Report It](#) on our website, phone us, use the Antenna app or drop into our office.
- 3.2 You can make a complaint where you are dissatisfied with an action (or lack of action), a decision we have made, or the standard of service we have provided.
- 3.3 In considering your complaint we will:
- assess the issues raised objectively
 - assess the seriousness of the complaint and appoint a suitable investigator if appropriate
 - acknowledge our mistakes and put them right if we can
 - be fair and act with integrity
- 3.4 Sometimes we will not be able to provide the outcome that you are seeking. When we have fully considered your complaint, we will provide a final response and close the matter. If you think you have been treated unfairly, you can refer the matter to the Ombudsman who may be able to assist.

4 Complaints relating to Building Control Functions

- 4.1 Where a complaint relates to the Council's Building Consent Authority (BCA) functions under the Building Act 2004, the complaint will also be managed in accordance with the Building (Accreditation of Building Consent Authorities) Regulations 2006.
- 4.2 These complaints may relate to, but are not limited to:
- building consent processing
 - inspections
 - code compliance certificates
 - notices to fix
 - compliance schedules
 - building information
 - interactions with building officers
 - any other building control function undertaken by the Building Consent Authority.
- 4.3 In considering any complaint, Council will:
- Record all complaints relating to building control functions
 - Acknowledge receipt of the complaint
 - investigate the complaint objectively by an appropriately authorised person

- identify any corrective actions required
- record the outcome of the investigation
- respond to the complainant regarding the outcome within reasonable timeframes
- use complaint information to identify trends and improve Building Consent Authority processes and services.

4.4 Where appropriate, complaints may be reviewed independently by the Building Team Leader, Regulatory Services Manager, or another suitably authorised officer who was not directly involved in the matter.

4.5 Complaints about decisions made under the Building Act 2004 do not replace statutory appeal rights available under the Act. Where applicable, customers may seek a determination from the Ministry of Business, Innovation and Employment (MBIE) or exercise any other rights available under legislation.

5 Contacts for compliments and complaints

5.1 To send a compliment or make a complaint, you can:

- Use the complaint form on our website to let us know where we can improve [Complaint Form | Manawātū District Council](#)
- Use the compliments form on our website to let us know what we do well [Compliment Form | Manawātū District Council](#)
- Call us on 06 323 0000
- Email us at feedback@mdc.govt.nz
- Drop into our office at 135 Manchester Street, Feilding
- Send us a letter using Private Bag 10001, Feilding 4743

6 Customer conduct

6.1 In times of distress, some people may act out of character when accessing our services. We believe you have the right to be heard, understood and respected. We believe our employees have the same rights. Therefore, we do not tolerate inappropriate behaviour, which includes yelling, violence, theft, intimidation, threats, harassment, aggression, swearing, abuse, sexual harassment or vexatious complaints.

6.2 If you act inappropriately towards our staff, elected members or other visitors (whether in person, by phone or via written or electronic correspondence including email and cyberstalking), we may specify how you communicate with us. This may include the method of communication, to whom, and how frequently.

6.3 In the case of serious or repeated inappropriate behaviour, we will trespass or prosecute you.