

# Provide Feedback or Make a Complaint about our Office (NOPS)

## Provide Feedback or Make a Complaint

Your feedback about the National Office for Professional Standards (NOPS) is welcome and important. Receiving feedback helps us to improve both the quality of service we provide and the conduct of individual employees and investigators.

If you are pleased with the service you have received from us, we welcome your comments about individuals or the office in general. The information you provide helps us to recognise and share examples of good practice in order to improve the service we provide. We need to know what works for you.

NOPS aims to provide excellent service, but if something does go wrong, we want you to tell us about it. This will help us to improve the quality of service provided by the office, individual employees and contractors such as investigators. You should complain if you believe:

- the office has done something wrong;
- you were not treated fairly by an employee or an investigator; or
- you are dissatisfied with the service you have received.

Two levels of complaints you can make:

- an expression of dissatisfaction; or
- a formal complaint.

## Make an expression of dissatisfaction

If you are unhappy about the service you received from this office and would like an explanation and your concerns followed up but don't want to make a formal complaint, you can write to the National Director who will work with you to address your concerns. This can be done by post or email or you can phone the National Director to express your concerns.

## Make a formal complaint

This process addresses serious concerns about:

- the misconduct or neglect of duty by a NOPS employee or someone contracted by the office, such as an investigator;
- a policy, procedure or practice of a NOPS employee or someone contracted by the office, such as an investigator; or
- the standard of service you have received.

If you complain about NOPS you can expect to:

- have your complaint taken and treated seriously;
- be treated courteously and with respect;
- not be discriminated against;
- ask questions and receive helpful answers;
- have your complaint investigated thoroughly and impartially;
- be advised of the procedures for actioning your complaint; and
- have your complaint recorded.

If the complaint is about a NOPS employee or investigator, or about the service you received, the complaint will be addressed by the National Director. (Please see contact details below.)

**National Director: Virginia Noonan**

Tel: 0800 114 622 or 0275 406778

Email: [Virginia.Noonan@nops.org.nz](mailto:Virginia.Noonan@nops.org.nz)

Post: PO Box 10199, Phillipstown, Christchurch

If the complaint is about the National Director, the complaint will be addressed by the Chairperson of the National Safeguarding & Professional Standards Committee. (Please see contact details below.)

**Chairperson of National Safeguarding & Professional Standards Committee: Philip Hamlin**

Email: [phamlin@nzcbc.org.nz](mailto:phamlin@nzcbc.org.nz)