



## Complaints Process

If you want to make a complaint regarding either regional or local KiwiSport, CLM Community Sport has a standard procedure for you to use and this is described below.

Making a complaint will not affect in any way the level of service you receive from us. For example, if your complaint is about an application for funding, this will not affect your chances of getting a grant in the future.

### **What is a complaint?**

You can complain if you think that:

- you received unsatisfactory customer service
- the correct procedures were not followed in relation to a funding process or decision

This procedure cannot be used for appeals against funding decisions if the Regional or Local KiwiSport Advisory Group has followed the decision-making process correctly.

### **How do you make a complaint?**

#### **Stage One**

If you are not happy with the service you have received, contact the staff member you first dealt with. They will try to resolve your complaint immediately. If this is not possible or you are still not satisfied, you will be referred to a formal complaints procedure.

#### **Stage Two**

If you were not satisfied with the response you initially received, you can make a formal complaint in writing to CLM Community Sport.

#### **What do you include when making a formal complaint?**

- Your name and postal or email address
- Briefly what the complaint is about
- When it happened
- Who originally dealt with the matter
- What action is expected to put things right.

Your complaint will be acknowledged within seven working days of receiving it and a full response issued within 14 working days. If we cannot give a full reply in this time, we will tell you why and when you are likely to receive it.

If you are still not satisfied with the response at this stage you can refer your complaint to the CLM Community Sport CEO.