

COMPLAINTS and DISCIPLINARY MATTERS

1. In the case of specific complaint against anyone acting on behalf of RNZWCS Limited (Rotary New Zealand), such shall be investigated at the initial stages by an independent person appointed by the Chair.
2. Those making the complaint should be requested to provide within a reasonable time statements detailing the nature of the complaint.
3. Thereafter the person to whom the complaint is made should be notified as to the detail of the complaint and invited to make a written response within 28 days.
4. Thereafter the matter will be further investigated, particular regard being had to the need for full disclosure and fairness. The parties to the complaint have a right to be heard under such arrangements as agreed between the parties and the person appointed.
5. The person duly appointed to investigate shall communicate the findings and decision to the parties and to the Chair, in the expectation that all parties involved in the decision will abide by the same.
6. Any appeal against such a decision shall be by way of a written request for Arbitration, such Arbitration being conducted in accordance with these procedures. The written request for Arbitration shall be made no later than 21 days from the date of notification of the decision to the person to whom the complaint is made against.
7. If a complaint be upheld, then, subject to the nature of the complaint, the Board will determine what further action is taken.

ACTION REQUIRED BY PERSONS MAKING COMPLAINTS

Submit a complainant – by mail, fax, phone, and email (details on our website www.rnzwcs.org) – but please be genuine, and provide as much info as you can. Within 7 days we'll confirm receipt. We'll work to resolve any issue as quickly as we can. For complaints: we'll determine within 14 days: the seriousness of the issue, if we need any additional information, and if we have the jurisdiction to properly investigate. If so, the 'investigation' may take up to 30 days and we'll advise you of the outcome. Facilitating effective investigations and resolutions requires: respect for confidentiality in handling complaints; to respect privacy and not divulge personal details related to complaints, or knowingly put any person at risk; and to behave in a reasonable, respectful, cooperative and understanding manner.

RNZWCS Limited is a member of the Council for International Development (CID) and is a signatory to the CID Code of Conduct. The Code requires members to meet high standards of corporate governance, public accountability and financial management. Complaints relating to alleged breaches of the Code of Conduct by any signatory agency can be made to the CID Code of Conduct Committee.

More information about the CID Code of Conduct can be obtained from *RNZWCS Limited* and from CID at: www.cid.org.nz Email: code@cid.org.nz