

Form:	Form No.	Authorised By:	Section:	Effective:	Review Date:
Formal Complaint Form	GOV-CFP-FRM	Centre Manager / Chair	Governance and Accountability (GOV)	Upon approval	April 2029; 3-yearly

Formal Complaint Form

For formal complaints requiring assessment, investigation, response or escalation

Property of Glenfield Community Centre Incorporated
Version 2026.1 | Draft for implementation | Review April 2029

1 Purpose:

Use this form when you want Glenfield Community Centre Incorporated (GCC) to treat your concern as a formal complaint. A formal complaint is appropriate where the matter cannot be resolved at the first point of contact, requires investigation, involves significant risk or a legal issue, or where you specifically ask GCC to handle it formally.

If your matter is urgent or involves immediate risk to health, safety, security, privacy, property or unlawful conduct, please contact GCC directly as soon as possible. In an emergency, contact emergency services first.

2 Privacy, confidentiality and support:

GCC will use the information you provide to receive, assess, investigate, resolve, record, report and learn from your complaint. Personal information will be handled in accordance with GCC privacy requirements and applicable New Zealand privacy law.

GCC will protect privacy and confidentiality as far as practicable. However, information may need to be shared with people who have a legitimate need to know in order to investigate the matter, provide a fair opportunity to respond, meet legal or governance obligations, or protect health and safety.

You may ask for reasonable assistance to make a complaint, including assistance related to accessibility, language, disability, literacy, cultural or support needs. You may also nominate a representative or support person.

3 About you:

Name	
Organisation / group, if applicable	
Email	
Phone	
Postal address, if relevant	
Preferred contact method	☐ Email ☐ Phone ☐ Post ☐ No response required
Relationship to GCC	☐ Community member ☐ Hirer ☐ Tenant ☐ User group ☐ Visitor ☐ Volunteer ☐ Member ☐ Other: _____

4 Representative or support person:

Are you completing this form on behalf of someone else?	☐ No ☐ Yes - details below
Representative / support person name	
Representative / support person contact details	
Do you authorise GCC to communicate with this person about the complaint?	☐ Yes ☐ No ☐ Limited authority - please describe below

5 Complaint type and urgency:

What best describes the matter?	☐ Formal complaint ☐ Concern requiring response ☐ Member dispute or grievance ☐ Complaint about complaint handling ☐ Other: _____
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What outcome or resolution are you seeking?

Have you already spoken with anyone at GCC about this? If yes, who did you speak with, when, and what happened?

Please list any documents, photos, emails, booking records, messages or other information you are providing with this form.

7 Process acknowledgement:

GCC will assess the matter and confirm the appropriate process. Some matters may need to be managed under another required process, such as privacy, health and safety, employment, membership, tenancy, contract, protected disclosure, insurance, or constitutional dispute-resolution processes.

Where practicable, GCC will acknowledge a formal complaint within three working days. GCC aims to provide a written outcome as soon as practicable and generally within 20 working days. If more time is required, GCC will explain the reason for the delay and provide an updated timeframe where possible.

Acknowledgement	☐ I understand GCC will assess the complaint and may contact me for further information.
Privacy and information sharing	☐ I understand GCC may need to share relevant information with people who have a legitimate need to know so the complaint can be handled fairly.
Accuracy	☐ I confirm the information provided is true and accurate to the best of my knowledge.
Signature (printed form only)	
Date	

8 How to submit this form:

- **Email:** send completed forms or complaint information to the Centre Manager at manager@gcc.net.nz.
- **In person:** hand this form to GCC staff during office hours.
- **Governance-level matters:** where a matter concerns Governance, the Centre Manager, membership or a conflict of interest, GCC may refer it to the Chair or another appropriate complaint handler.
- **Emergencies:** if there is immediate danger, contact emergency services first.

9 Office use only:

This section is for GCC staff, management or Governance use where triage, investigation, escalation, reporting or record-keeping is required.

Date received	
Received by	
Channel received	☐ Online form ☐ Email ☐ Website contact form ☐ In person ☐ Phone ☐ Letter ☐ Social media ☐ Other
Complaint reference / record ID	
Register category	☐ Formal complaint ☐ Concern ☐ Member dispute ☐ Employment matter ☐ Privacy matter ☐ Health and safety matter ☐ Governance matter ☐ Other
Stage	☐ Stage 1 - frontline resolution ☐ Stage 2 - formal complaint / investigation ☐ Stage 3 - review / escalation ☐ Other process required
Risk / urgency	☐ Low ☐ Medium ☐ High ☐ Urgent
Complaint handler / assigned to	
Conflict of interest check completed	☐ Yes ☐ No ☐ Not required
Acknowledgement sent	☐ Yes ☐ No ☐ Not required
Acknowledgement date	
Outcome due date / target timeframe	
Referred to	
Specialist process required	☐ No ☐ Privacy ☐ Health and safety ☐ Employment ☐ Member dispute / Constitution ☐ Protected disclosure ☐ Contract / tenancy / hire ☐ Insurance ☐ Legal advice ☐ Other

Initial assessment / triage notes**Immediate action taken****Investigation / review actions taken****Outcome / decision / response provided**

Follow-up actions, service improvements, policy review, training, maintenance or reporting required

Date closed	
Logged in complaint and feedback register	☐ Yes ☐ No ☐ Not required
Reported to Chair / Governance if required	☐ Yes ☐ No ☐ Not required
Privacy / confidentiality restrictions noted	☐ Yes ☐ No ☐ Not required

10 Complaint resolution pathway:

Stage	Action	Indicative timeframe
Receive / triage	Receive the matter, check whether it is a complaint, member dispute, employment matter, privacy matter, health and safety issue or another specialist process.	As soon as practicable
Stage 1 - Frontline resolution	Try to resolve the concern quickly and respectfully where staff are authorised to do so.	Aim for response within 5 working days
Stage 2 - Formal complaint / investigation	Acknowledge the complaint, confirm the process, gather information, give affected parties	Acknowledge within 3 working days where practicable; aim for outcome within 20 working days

Stage	Action	Indicative timeframe
	a fair opportunity to respond, and make or recommend a decision.	
Stage 3 - Review / external options	Consider internal review, Governance review, constitutional dispute process, mediation, external advice or referral depending on the matter.	Depends on subject matter and process required
Close and learn	Record the outcome, complete follow-up actions, identify trends or systemic improvements, and report significant matters to Governance.	At closure and during regular reporting

11 Document Management Control:

Prepared by	Centre Manager
Document Owner	Centre Manager / Chair
Authorised by	Centre Manager / Governance Group as required
Approved by	[insert approval reference if required]
Date issued	[insert date]
Last reviewed	April 2026
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Next review	April 2029
Effective date	[insert date approved]

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