

2.04 Complaints Procedure



*Library and Information Association
of New Zealand Aotearoa
Te Rau Herenga O Aotearoa*

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LIANZA – What we expect from you!

At LIANZA we champion free speech and open access to information for everyone, regardless of race, gender, sexuality, or religion - because those values are the bedrock on which our profession is built. Those values stem from a desire to support and enhance our society, and from a solid respect for our fellow humans.

Because of that respect, at LIANZA we aspire to a community where all comers feel welcomed, safe, included, and supported in both our online spaces and at every event that we hold.

To make this happen we hold the following principles:

- We are open in our approach to others
- We can have the difficult conversations about key issues, but we challenge the arguments, not the person – personal attacks are not acceptable
- No matter our personal beliefs, we honour the perspectives of others. We treat others with kindness and respect
- We work collaboratively
- We always accept that no means no

We take it very seriously if members of our community are made to feel unsafe in any way. LIANZA has developed a clear policy on harassment and discrimination, and has a complaints procedure in place. We will act promptly and follow our procedures if a complaint is made.

Please ensure that you are familiar with [our policy](#) and don't hesitate to ask us if you have any questions about how the policy applies in practice.

The LIANZA Complaint Process

1.0 PURPOSE

We know we're not always going to get things right, sometimes we are going to make mistakes, and in any organisation inter-personal issues can sometimes get heated. But we work on the basis of continuous improvement – we want to keep making our organization stronger and healthier and complaints help us do that. They also help us keep LIANZA a safe place for all of our members.

To enable this we want a transparent and fair complaints process that allows concerns to be heard in a way that supports all parties and is equitable and consistent.

2.0 SCOPE

Applies to all employees and members of LIANZA.

3.0 DEFINITIONS

LIANZA Library and Information Association of New Zealand Aotearoa

4.0 RELATED POLICIES & PROCEDURES

Employment Handbook

Discrimination

5.0 REFERENCES

6.0 EXCEPTIONS

Exceptions to this policy can only be made if ratified by LIANZA Council.

7.0 RESPONSIBILITIES

It is the responsibility of the Executive Director to ensure that this policy is effectively implemented with regard to all LIANZA employees and staff.

8.0 POLICY

8.1 LIANZA will not act on anonymous complaints. We believe that to manage complaints in a transparent manner an individual must not only be aware of the allegations but also

who has made them. We know this can make it more challenging to raise an issue or concern so an advocate or support person may be used to bring a complaint on someone else's behalf if an individual does not feel able to raise it themselves.

- 8.2** We don't want to put barriers in the way of complaints and concerns being raised, so have developed a flexible complaints procedure that can be made to work for the individual
- 8.3** Both parties to any complaint will be given a full and fair hearing.
- 8.4** If appropriate, mediation will be used to resolve an issue.
- 8.5** If a LIANZA employee, member, volunteer, or event / community participant is found to have broken our Code of Conduct or infringed on someone else's well-being action will be taken. This will be up to and including expelling the individual from LIANZA and banning them from all future events in the case of a member and up to or including termination in the case of an employee.

9.0 PROCEDURE

- 9.1** You can raise a complaint verbally or in writing, and you can deliver it to the individual in the organization to whom you feel most comfortable taking the concern. This might be the Executive Director, the President, a Councillor, a staff member, or the chair of a Regional Group, Special Interest Group, or Working Group.
 - 9.1.1 Please note if a complaint is made verbally a written summary will be compiled and forwarded to you as the complainant to confirm – that's just so we know we clearly understand your concerns.
 - 9.1.2 Regardless of who the complaint is made to, the Executive Committee on Council will be informed of all complaints. This ensures that there is visibility of all complaints at a senior level.
 - 9.1.3 The Executive Director will be the one handling all administration relating to complaints. If you have concerns about this feel free to raise them and this task can be delegated to another suitable person.
- 9.2** When raising a complaint the more information we have the easier it is for us to provide an appropriate resolution for you. We may get back to you for clarification or additional information if we feel that is necessary. This doesn't mean we don't believe you – it just means we want to make sure we fully understand your concerns.
- 9.3** We know how stressful raising a concern can be so we aim to work to the following timelines:
 - 9.3.1 Within one working day
 - 9.3.1.1 We'll have got back to you in writing to confirm we've received your complaint
 - 9.3.1.2 The Executive Committee will have been told about the complaint

9.3.2 Within one working week

9.3.2.1 We'll have decided on a plan of action and arranged our investigation of the complaint

9.3.3 Within one month

9.3.3.1 The investigation of the complaint will have occurred. If for any reason it can't be completed in the timeframe we'll keep you in the loop

9.3.4 Within three months

9.3.4.1 The complaint will be resolved and the outcome communicated to all parties in writing

9.4 We'll also be informing wider council of the general trends of complaints although not always the specific details as sometimes the outcome may need to inform policy decisions or future LIANZA activities

10.0 REVIEW

This policy will be reviewed every two years.

11.0 ATTACHMENTS