

Chapter 2: Services Complaints and Conduct Complaints

Making a Services or Conduct Complaint

6. Making a complaint

(1) A Services Complaint or a Conduct Complaint is made when it is submitted on a Commission Complaint Form and registered as received at the office premises of the Commission at a time when those premises are open for business. [Where a complaint form is submitted on line, the received date will be deemed to be the date on which the electronic form is successfully received by the Commission](#). Where a complainer contacts the Commission to indicate that they are unable to complete a Complaint Form, the Commission will provide such reasonable assistance as is necessary to enable a Complaint Form to be completed by, or on behalf of, the complainer and will take appropriate steps to verify with the complainer that the completed Complaint Form identifies all aspects of his or her complaint.

(2) The Commission is to maintain a register for the purposes of paragraph (1).

(3) To be registered, a Complaint Form submitted to the Commission —

(a) must identify the complainer clearly and give a full postal address for communication with the complainer,

(b) may include any e-mail address and telephone number for the complainer and a statement as to which means of communication is preferred,

(c) must contain information sufficient to enable the Commission to understand the factual basis upon which the complaint proceeds, and

(d) must be signed by the complainer or, where a complainer is unable to sign, by a person authorised by that complainer to sign on behalf of that complainer. [Where a complaint form is submitted on line, the electronically submitted form will be deemed to have been signed by the complainer or by a person authorised to make the complaint on behalf of that complainer.](#)