

Complaint Form

Under New Zealand Institute of Primary Industry Management (NZIPIM) By-law clause 10, any person may make a complaint to NZIPIM's Executive Officer where they have been affected by the actions of a Member, involving:

- i. any violation of any part of the NZIPIM's Rules, [By-laws](#) or [Code of Ethics](#);
- ii. any Member who has been convicted of any indictable offence or an offence for which a convicted person may be imprisoned;
- iii. any dishonest practice or dealing knowingly committed by a Member;
- iv. any conduct engaged by a Member which is prejudicial to the good name of the Institute; or
- v. any instance of a Member having obtained admission to the Institute by improper means.

If you intend to make a complaint against a NZIPIM Member, please complete this form.

1. Your details

Name: _____

Address: _____

Daytime phone number: _____ Alternative phone number: _____

E-mail address: _____

Are you making this complaint on behalf of someone else such as a client or a relative? Yes No

If yes, please provide the details of the person you are making the complaint for and advise why you are making it on their behalf. (They will need to provide authorisation for you to act as set out below).

Complainant's Name: _____

Postal Address: _____

Phone Number: _____ E-mail Address: _____

Reasons for lodging complaint on their behalf:

2. Details of Member

Please note that complaints can only be lodged against individuals, not organisations.

Member's Name: _____

Company/firm name (if applicable): _____

Address: _____

Phone number: _____ E-mail address: _____

Have you previously submitted any information and supporting materials for this complaint to NZIPIM? Yes No

If yes, please provide the reference number and copies of all correspondence with and materials previously submitted to NZIPIM:

3. Your complaint

What type of conduct does your complaint concern against the Member?

Explain your concerns about the Member's conduct. Please give full details of your complaint, setting out what happened, in date order. Describe exactly what you are unhappy about and why, including specifics of (for example) any requirements or standards which may have been breached.

If you are complaining about multiple Members, you will need to explain your specific concerns about each Member. You may set out the details of your complaint in a separate letter or page if necessary.



4. Attempts to resolve the complaint

Have you discussed the problem with the Member involved? Yes No

If yes, advise what date(s) you contacted the Member and what was the outcome (please attached copies of any relevant correspondence)?

If no, why not?

Would you be prepared to resolve this informally outside the complaints process, for example by a simple face-to-face meeting with the Member(s) concerned? Yes No

5. Have you referred this matter to other agencies?

Have you lodged a complaint or referred this matter to any other agency or authority? Yes No

If yes, please provide full details of organisation/entity, date, status and outcome

- The Privacy Commission
- WorkSafe New Zealand
- The Employment Relations Authority
- The Police
- Any other organisation with a regulatory or dispute resolution function (please provide details):

Have you initiated legal proceedings in relation to the subject matter of this complaint, including in the courts or Disputes Tribunal? Yes No

If yes, please provide the full details of the proceedings:

If the proceedings have ended or concluded, please provide a copy of the court's decision if available.

6. What outcomes are you seeking?

Please note that the complaints process is disciplinary in nature only. There is no entitlement for complainants to obtain compensation or damages through the complaints process.

7. Documents and evidence

Please attach all relevant documentary material, correspondence or other material or evidence in respect of this complaint.

Do not include any personal information of or regarding a third party, other than the Member(s) the subject of the complaint, unless you have authority to do so.

8. Complaint checklist

Please read before lodging a complaint

Please use the checklist below when completing this form.

- Have you provided a background and a timeline of your complaint?
- Have you provided (a) copy/copies of supporting documents, including any relevant correspondence? Other relevant documents may include copies of any agreements, invoices, reports, tax statements and/or decisions from the courts or other regulators.
- Please ensure that you do not provide personal information in respect of third parties (other than the member(s) the subject of the complaint) unless you have authority to do so.
- Have you set out the actions you have already taken to resolve the issue?
- Please ensure that all parties sign the declaration sections on the last page of the form, including any representative making a complaint on behalf of another.

9. Any further comments

Please use this space to set out any initial comments you wish to add

10. Complainant Declaration

I understand and declare that:

- All of the information which I have provided in connection with this complaint is complete, true and accurate to the best of my knowledge.
- I authorise NZIPIM to forward a copy of this complaint, all supporting documentation and subsequent correspondence to the member(s) concerned.
- I have read, understood and consent to the Privacy Notice and the Privacy Policy of NZIPIM.
- I have read, understand and agree to the Confidentiality Notice.
- I have read, understood and consent to the Waiver.
- I understand that if I am unable or unwilling to disclose information relevant to the complaint, NZIPIM may find that it has insufficient information to pursue the complaint further; and that if pursued, it may be less likely to succeed.
- I understand that I may have to give evidence in support of this complaint in a court or tribunal if this matter is referred to such a body.

The complainant must sign this form.

Signed: _____ Date: _____

Typing your name will be taken as your signature or print and sign the form

Print Full Name: _____

Additional complainant: (Please print another copy of this page if there are more than two complainants to sign)

Signed: _____ Date: _____

Typing your name will be taken as your signature or print and sign the form

Print Full Name: _____

11. Authorisation if making the complaint on behalf of someone

If you are making this complaint on behalf of someone else, that person must give permission for you to do so. Please use the following form of words:

I authorise [Name of person on whose behalf the complaint is made] to represent me in making the complaint.

[Name of person who is representing the Complainant]

Signed: _____ Date: _____

Typing your name will be taken as your signature or print and sign the form

Once you have completed this complaint form you can e-mail or post it to:

Postal address:

NZ Institute of Primary Industry Management
PO Box 5304
Wellington 6145

Please direct NZIPIM inquiries to (04) 939 9134

E: admin@nzipim.co.nz

W: www.nzipim.co.nz

Physical address:

NZ Institute of Primary Industry Management
Gleneagles Building
Level 3, 69 The Terrace
Wellington

Privacy Notice and Confidentiality Notice

(A) Please ensure you have read and understand the following Privacy Notice:

The New Zealand Institute of Primary Industry Management (NZIPIM) collects, holds, uses and discloses your personal information for the purpose of investigating the facts and circumstances of your complaint, including any reviews or appeals in connection with your complaint, and to communicate with you in connection with the investigation and outcome of the complaint.

If you do not provide your personal information to us, we will not be able to assess, respond to and/or investigate the complaint and communicate with you. We may also collect your personal information from third parties in connection with our investigation of the complaint including from the member the subject of the complaint.

We may disclose your personal information to third parties, including investigators, mediators, and reviewers.

We may also disclose your personal information to third parties such as agents, contractors and service providers, such as where we outsource functions. We may disclose your personal information to relevant law enforcement authorities, regulators, relevant government or statutory bodies or other professional associations.

Your information will also be used and disclosed as set out in NZIPIM's Privacy Policy, available at [Privacy Policy](#).

The Privacy Policy sets out how NZIPIM handles your personal information including how you can seek to access and correct your information or raise a privacy concern with us and how it will be dealt with.

(B) Please ensure you have read and understand the following Confidentiality Notice:

1. Subject to paragraph 2 below, the complainant(s) agree(s) that all information, correspondence and other documentation which he/she has sent and/or received in relation to this complaint, its investigation and its outcome, including if applicable any review, is confidential (**Confidential Information**).
2. Paragraph 1 above does not apply to:
 - (a) information that is already in the public domain (except because of a breach of this confidentiality notice);
 - (b) information that is required to be disclosed to comply with applicable law; or
 - (c) details of complaints, investigations and/or decisions that NZIPIM has published or made available to the public in accordance with the NZIPIM's Rules or By-Laws.
3. The complainant(s) agree that he/she must:
 - (a) keep the Confidential Information confidential;
 - (b) not copy, reproduce or distribute the Confidential Information in any way;
 - (c) comply with NZIPIM's directions regarding the Confidential Information; and
 - (d) do all other things prudent or desirable to safeguard the confidentiality of the Confidential Information.
4. Without limiting paragraph 3 above, the complainant(s) understands that:
 - (a) he/she must not make a public announcement or statement or otherwise comment relating to Confidential Information, including the complaint process or its outcome;
 - (b) any breach of this confidentiality notice may prejudice the investigation of the complaint and any disciplinary proceedings; and
 - (c) in the event of a suspected or actual breach of this confidentiality notice, NZIPIM and/or its Related Parties may cease its investigation of the complaint.

Waiver

In addition to clause 10 of the NZIPIM By-Laws, the following provisions apply to the complaint:

The complainant(s) release(s) NZIPIM, its officers, employees, affiliates, licensees, agents and assigns, including any member of a disciplinary body or tribunal or other person acting as directed by a disciplinary body in connection with the investigation of the complaint (Related Parties) from any and all present and future liabilities, including, but not limited to:

- (a) claims, demands or suits;
- (b) losses or damages of any kind caused by or resulting from any wrongful, wilful or negligent act or omission by NZIPIM or any of its Related Parties; or
- (c) any indirect, incidental, special or consequential damages, including but not limited to, loss of profits or anticipated profits, loss of goodwill or loss of reputation, even if notified of the possibility of such potential loss or damage, that may arise in connection with the complaint including the complainant(s) participation in the investigation of the complaint.