

Complaints Policy

Tourism Export Council of New Zealand (TECNZ)

Version 1.0 · April 2026

1. Purpose

TECNZ is committed to maintaining the highest standards of service for its members and to upholding the reputation of New Zealand's international tourism industry. This policy sets out a fair, consistent, and transparent process for receiving and resolving complaints from members and other stakeholders.

Our goal is to reach outcomes that are mutually acceptable, that address the concerns raised, and that strengthen trust in TECNZ and its members.

2. Scope

This policy applies to all complaints received by TECNZ, which typically fall into one of three categories:

1. Complaints from members regarding TECNZ services, communications, or decisions.
2. External complaints about the conduct or service of TECNZ members, where the matter has the potential to affect the reputation of the international tourism industry.
3. Complaints from one TECNZ member about another TECNZ member, where a dispute or concern arises between members in the course of their business activities.

This policy applies regardless of whether a complaint is received in writing, by phone, by email, or in person.

3. Complaints Procedure

3.1 Submitting a Complaint

All complaints must be submitted in writing — either by letter or email — and must include the complainant's contact details so that a response can be provided. Anonymous complaints will not be formally investigated, though TECNZ may note the concerns raised.

3.2 Acknowledgement and Initial Response

TECNZ will acknowledge receipt of every complaint within 48 hours. This interim response will confirm that the complaint has been received and outline the next steps.

3.3 Assigning Responsibility

The Chief Executive Officer (CEO) will determine the appropriate person to manage each complaint:

4. Consumer complaints about members will ordinarily be managed by the CEO.
5. Industry complaints about TECNZ members will ordinarily be investigated by the staff member responsible for the relevant operational area, with the response prepared for CEO approval before it is sent.
6. If the complaint is about the CEO, the Chair of TECNZ must be informed and will oversee the process.

3.4 Investigating Complaints About Members

Where a complaint concerns a TECNZ member, the following process will be followed:

7. The member will be notified of the complaint and provided with a copy. All communication will be impartial — TECNZ will not assume fault on the part of either party.
8. The member will be asked for their account of events and their proposed resolution, with a clear deadline for their response.
9. If the member's proposed resolution is considered fair and reasonable, it will be forwarded to the complainant along with TECNZ's assessment.
10. If the proposed resolution is not considered adequate, the CEO will engage with the member to seek a more appropriate outcome.
11. Where a complaint is upheld, TECNZ will encourage the member not only to address the specific situation but to review and improve their systems to prevent a recurrence.

3.5 Member-to-Member Complaints

Where a complaint is made by one TECNZ member against another, the following process will apply:

12. The complaint must be submitted in writing to the CEO, with full details of the concern and the outcome being sought.
13. The CEO will notify the member who is the subject of the complaint and provide them with a copy, maintaining an impartial position throughout.
14. Both parties will be given a reasonable opportunity to provide their account and propose a resolution, with a clear deadline for responses.
15. The CEO will facilitate a resolution where possible. If the parties cannot reach agreement, the CEO may refer the matter to the TECNZ Chair or recommend that the parties seek independent mediation.
16. TECNZ's role in member-to-member disputes is one of facilitation, not adjudication. TECNZ will not be held responsible for the outcome of any commercial dispute between members.

3.6 Communicating the Outcome

The complainant will be informed of the proposed resolution and TECNZ's assessment in a clear and timely manner. TECNZ will aim to close all complaints within 15 working days of receipt, subject to the complexity of the matter and the responsiveness of the parties involved.

3.7 Non-Resolution and Member Sanctions

TECNZ recognises that not every complaint will result in a fully agreed resolution, as differences in recollection or interpretation of events do occur. TECNZ will do its best to satisfy both parties the best they can.

If a member fails to respond within the agreed timeframe or refuses to acknowledge responsibility for a complaint that TECNZ considers to be justified, the CEO may take further action, up to and including instructing that the business no longer be represented by TECNZ.

4. Confidentiality

All complaints and related correspondence will be treated as confidential. Information will only be shared with those directly involved in the resolution process. TECNZ will handle all personal information in accordance with the Privacy Act 2020.

5. Record Keeping

TECNZ will maintain a register of all complaints received, including the nature of each complaint, the steps taken to resolve it, and the final outcome. This register will be reviewed periodically to identify any patterns or systemic issues that may warrant a policy or operational response.

6. Policy Review

This policy will be reviewed every two years, or sooner if significant changes in legislation, industry practice, or organisational structure require it. Responsibility for the policy rests with the CEO.

Approved by: _____ Date: _____

Role: Chair / Chief Executive Officer, TECNZ

Next review due: May 2028