

# Authority Complaints Policy

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## Purpose

The Civil Aviation Authority, as a responsible State sector entity, needs to have a consistent and robust approach to managing complaints.

## Scope of this policy

1. This policy applies to all complaints received by the Authority relating directly or indirectly to its role as a Crown entity, its statutory functions under the Civil Aviation Act 1990, the regulations made under that Act, and the Civil Aviation Rules. This includes:
  - a. Service Charter complaints
  - b. Complaints from members of the public about the provision of aviation security services
  - c. Complaints about invoices issued by the Authority
  - d. Complaints about regulatory decisions that have been made by the Director of Civil Aviation or his/her delegates
  - e. Complaints about the conduct of staff members to the extent that they do not prima facie indicate a breach of the Code of Conduct and/or the Anti-Harassment policy
2. There is the potential for crossover between this Complaints policy (and its associated complaints procedures) and the Code of Conduct, Anti-Harassment and Disciplinary policies. In some cases, complaints alleging behaviour from staff that falls below the standard required in the Code of Conduct (including bullying or harassment) have the potential to lead to employment action being taken under the Disciplinary policy, if the complaint is upheld.

### Complaints Policy

- The Authority is committed to addressing complaints about the performance of its activities
- All complaints must be recorded, acknowledged, investigated and reported back to the complainant.
- This policy covers all complaints about the Authority's activities, other than complaints that raise issues of a breach of the Code of Conduct
- Complaints relating to Avsec operations are managed in accordance with the Avsec policy entitled "Corrective Action and Complaints"
- Complaints relating to CAA operations are managed in accordance with the CAA procedures entitled "Complaints Management Procedures"

3. Complaints that allege a breach of the Code of Conduct (including bullying and/or harassment) must be referred to the Manager People & Capability (or their delegate), and the responsible manager of the employee concerned.
4. Complaints alleging a breach of privacy fall outside the scope of this policy and must be referred to the Chief Legal Counsel as Privacy Officer. The Chief Legal Counsel is responsible for ensuring that all such complaints are appropriately investigated.

### *Policy Statement*

5. All complaints made to the Authority that fall within the scope of this policy must be:
  - a. Recorded
  - b. Acknowledged
  - c. Investigated in a manner proportionate to the seriousness of the issue raised
  - d. Discussed with the relevant manager and/or General Manager
  - e. Concluded with advice to the complainant addressing the outcome of the investigation and, if appropriate, the action taken as a result.

### *Procedures*

6. Complaints relating to the CAA that fall within the scope of this policy are to be managed in accordance with the procedures set out in the CAA's Complaints Procedure
7. Complaints relating to Avsec that fall within the scope of this policy are to be managed in accordance with the procedures set out in Avsec's Corrective Action and Complaints Procedure