



# COMPLAINTS POLICY

Raising concerns or complaints about the work of SoundCheck Aotearoa

Version 1, April 2023

***SoundCheck Aotearoa is an action group with a mission to foster a safe and inclusive culture for the music community. We believe that action is needed to address inequitable representation, challenge systemic discrimination and advance impactful change across the music industry. In recognition of Māori as tangata whenua of Aotearoa we have a living commitment to Te Tiriti O Waitangi in the way we work.***

**Contents of this policy:**

1. Purpose .....	2
2. Giving feedback without making a complaint .....	2
3. Complaints process .....	2
4. Process following complaint filing .....	4
5. Confidentiality & privacy .....	4

**For the purposes of this policy, the following people hold the following roles:**

Role	Name
SoundCheck Aotearoa Board Chair	Jo Oliver <a href="mailto:chairperson@soundcheckaotearoa.co.nz">chairperson@soundcheckaotearoa.co.nz</a>
SoundCheck Aotearoa Project Manager	Anna Loveys <a href="mailto:anna@soundcheckaotearoa.co.nz">anna@soundcheckaotearoa.co.nz</a>
Sexual Harm Prevention and Response Advisor (SHAPRA)	Mel Calvesbert <a href="mailto:shapra@soundcheckaotearoa.co.nz">shapra@soundcheckaotearoa.co.nz</a>

**Document control**

Date	Summary of changes	Version number
12 April 2023	Policy created	V1

## 1. Purpose

**1.1** This policy outlines the process for raising concerns or complaints about the work of SoundCheck Aotearoa including the SHAPRA service. It is not a forum for making complaints or pursuing an investigation about others in the music community.

You may lodge a complaint if you have a concern about any aspect of our work, including the SHAPRA service.

## 2. What if I want to give feedback without making a complaint?

**2.1** We welcome all feedback about our work, and you can choose to provide this feedback without making a complaint. If you feel comfortable you can share your feedback with the person concerned, the Project Manager or SHAPRA directly. If you would rather, you can also email it to [info@soundcheckaotearoa.co.nz](mailto:info@soundcheckaotearoa.co.nz) or use the online feedback form on our website which can be anonymous if you wish.

## 3. Complaints process

**3.1** If you have concerns and feel comfortable doing so, you can discuss them directly with the person concerned, the Project Manager or SHAPRA. If you don't wish to do this or it doesn't resolve your concern, you may submit a complaint and we will work with you to resolve it.

**a. How to submit a complaint:** Complaints can be lodged by email, verbally in person or by phone.

**b. Who to submit a complaint to:** Complaints can be made to the SoundCheck Aotearoa Project Manager on 021 199 2676 or [info@soundcheckaotearoa.co.nz](mailto:info@soundcheckaotearoa.co.nz), or the Chair of the SoundCheck Aotearoa Board [chairperson@soundcheckaotearoa.co.nz](mailto:chairperson@soundcheckaotearoa.co.nz) with 'Complaint' in the subject line.

## **4. What to expect after a complaint has been made**

**4.1** Once we have received a complaint we will consider the appropriate options for resolving your complaint in a constructive way. This may include exploring informal options (such as giving feedback, a facilitated discussion or restorative process if appropriate) and/or formal options (such as an investigation). You will be entitled to bring a support person to any meeting or discussion in any informal or formal complaint resolution process.

**4.2** In all cases we will treat your complaint with sensitivity and respect and will talk with you about your privacy and confidentiality of information. Please see below for more information.

**4.3** If SoundCheck Aotearoa determines it is necessary to commence a formal investigation into your complaint, this may be done by a representative of SoundCheck Aotearoa or an external party, depending on the circumstances. Please note that a formal investigation will require disclosure of the information you provide to the person it is about. If you have concerns about this, we suggest you contact us in the first instance to discuss your concerns and options.

**4.4** SoundCheck Aotearoa will not tolerate retaliation or discrimination against anyone for making a complaint or raising a concern.

## **5. Confidentiality and Privacy**

**5.1** Privacy is of utmost importance throughout the complaints process and information about your complaint will be treated in accordance with the Privacy Act 2020 and SoundCheck Aotearoa's Privacy Policies. Please note that if your complaint is about the SHAPRA service, we may require certain information (e.g. dates of contact and broad areas of discussion, agreed action plans etc.) about your case in order to address the complaint. In such

situations, we would always act in accordance with the Privacy Act and our Privacy Policies.

**5.2** If you have concerns regarding confidentiality or privacy of the information within your complaint, we suggest you contact us in the first instance to discuss those concerns to allow you the opportunity to make an informed decision about what information you will submit in a complaint.