

Complaints Policy

1. Purpose

To provide a clear, fair, and timely process for handling complaints about ILT Foundation's Class 4 gaming activities, staff, and grant decisions

2. Scope

This procedure applies to all complaints relating to:

- The operation of Class 4 gaming activities
- The conduct of the ILT Foundation
- Decisions regarding grants funded by Class 4 gaming proceeds.

3. Policy Statement

The organisation is committed to:

- **Accessibility:** Anyone affected by our activities can make a complaint.
- **Fairness:** Complaints will be considered impartially.
- **Confidentiality:** Personal information will be protected, shared only as needed for investigation.
- **Timeliness:** Complaints will be acknowledged and resolved promptly.
- **Transparency:** Outcomes and processes will be clearly communicated.

4. Roles and Responsibilities

Governance

- Ensure complaints procedure is implemented, monitored and reviewed
- Review and manage any complaints escalated beyond management

Manager

- Oversee complaints handling process
- Ensure complaints procedures are accessible
- Report summaries of complaints to Board for oversight
- Receive, acknowledge and investigate all complaints
- Communicate with complainant regarding process, outcomes and action taken

5. Relevant Legislation

- **Gambling Law** – Complaints procedure requirements

6. Procedure

- Complaints regarding unsuccessful grant applications should be made directly to the Foundation in the first instance. Complaints that cannot be resolved with the Foundation can be referred to the Secretary for Internal Affairs, at PO Box 10-095, Wellington 6011.
- Complaints about the conduct of gambling in any venue, or the conduct of the Foundation can be made to the Foundation directly or to the Secretary for Internal Affairs, at PO Box 10-095, Wellington 6011.
- Any complaints received by Foundation will be directed to Foundation Manager who will manage complaint including responding to complainant, investigating the complaint and attempting to resolve.
- Complaints procedure will be available on the ILT Foundation website

7. Related Documents

- Grants Policy
- Privacy Policy – to come

8. Review and Revision

Review Frequency: 3 years, or earlier if required by legislation or operational change.

Next Review Date: October 2028

Revision History:

Date	Action	Notes
April 2021	Policy reviewed and adopted	

9. Approval

Policy Author	ILT Foundation Manager
Approval	ILT Foundation Board
Date Approved	