Complaint Process

Do you believe you have been treated unfairly in any aspect of your involvement with Praxis?

Seek information and support – from anyone on the Praxis team, or an independent person such as your supervisor or agency (for students) or from the employment.govt.nz website

Options; depending on your level of concern at this point

Informal Complaint:
Get in touch with a member of the Praxis team and discuss your concerns.

Resolved?	*Yes*
	No

Formal Complaint:
Please email one of the Praxis Directors (see contacts below). If the issue concerns one of the Directors, you can bypass them and email the Board Chair directly (see below)

External Complaint
Here are some options:

- Employment NZ
- Police
- Human Rights Commission
- NZ Qualifications Authority
- Health & Disability Commission
- Ara Taiohi (professional body)

You can expect:

- To have your email acknowledged within 3 working days
- To have the opportunity to explain your side of the story as part of an investigation that will now take place.
- To be able to bring a support person with you if you wish
- To be given a timeframe for the investigation
- To be contacted personally and have the outcome of the investigation explained to you (this may be; face to face, by phone, or by email)

Resolved?	*Yes*
	No

Internal appeal options:

- Contact the chair of the Praxis Trustees Board to request a review of the investigation

CONTACTS:

Praxis Co-Leaders:

Michael Smith michael@praxis.org.nz

Lizzie Pringle Lizzie@praxis.org.nz

Praxis Trustees (Board Chair):
Trustees@praxis.org.nz