

Te Pūrongo o Te Tumu Whakarae ki Te Poari

April 2024



Out of scope

Behaviour and Conduct Office Update.....	11
--	----

Out of scope

Behaviour and Conduct Office Update

Out of scope

Out of scope

Response to Board action points

At the December 2023 Board meeting, management were asked to provide the Board with data on any overdue BCO cases with a breakdown of pre and post-BCO complaints.

The Interim BCO was implemented in April 2020 and the permanent BCO structure was established in November 2021. At that time, one of the key elements of moving to the permanent structure was to transition current relevant open HR managed cases over to the BCO. 53 cases were transferred to the BCO. As at today, only one of those cases remains open and is being managed by a Region Manager with support from the Deputy Chief Executive People.

The complaints process does not specifically identify cases as 'overdue'. Given that complaints can have multiple complexities, parties and vary depending on the pathways to resolution (investigation vs restorative etc), it is important that they are managed in line with natural justice principles. The definition used in identifying long-running cases is open for more than 120 days.

Cases exceeding 120 days are as follows:

Stage	Number	Notes
Decision making	2	<ul style="list-style-type: none">One case (multiple parties/complaints) received by Fire and Emergency in Oct 2021, at final stage (50 days elapsed since referred for decision making).One case (multiple parties) received by Fire and Emergency in September 2023, at final stage (36 days elapsed since referred for decision making).

Feedback on draft report	2	<ul style="list-style-type: none"> One case (multiple parties/complaints, Union involvement) draft report received by Fire and Emergency in January 2023. One case (multiple parties, 9(2)a [REDACTED] delayed Terms of Reference) draft report received by Fire and Emergency in May 2023. 9(2)a [REDACTED].
Investigation	6	<ul style="list-style-type: none"> One process 9(2)a [REDACTED] cases 9(2)a [REDACTED], multiple parties), investigation report received by Fire and Emergency in May 2023. One process 9(2)a [REDACTED] cases 9(2)a [REDACTED], delayed with limited investigation resourcing) investigation report received by Fire and Emergency in October 2023. One case (delayed due to subject on 9(2)a [REDACTED]), investigation report received by Fire and Emergency in November 2023. One case 9(2)a [REDACTED], investigation report received by Fire and Emergency in November 2023.

Out of scope