

# Service Charter

This is the Service Charter prepared by Maritime New Zealand in accordance with section 437 of the Maritime Transport Act 1994.

Our Service Charter describes the standards of service you can expect from us and the complaints process to follow if you think we have not met our standards.

There are some situations when this Service Charter may not apply – these are described below.

## Our standards of service

When you deal with us, we will uphold our values of respect, integrity and commitment. We will:

1. Treat you with courtesy and respect.
2. Be helpful, accurate, professional, and respond within agreed times.
3. Identify ourselves by name and, where appropriate, provide evidence that we are employees of Maritime New Zealand.
4. Acknowledge all written correspondence and inquiries within 10 working days of receipt.
5. Address all inquiries within 20 working days of receipt, or provide regular progress reports on inquiries that cannot be dealt with in this timeframe.

## Service Charter complaints process

If you feel we have not met our standards of service, the Service Charter complaints process is:

1. Write to us describing the standard(s) of service that you believe we have failed to meet. Make sure you include your contact details.
2. Address your complaint to:  

The Director of Maritime New Zealand  
Level 11, 1 Grey Street  
PO Box 25620, WELLINGTON 6146  
[servicecharter@maritimenz.govt.nz](mailto:servicecharter@maritimenz.govt.nz)
3. We will acknowledge your written complaint within 5 working days of receiving it and we will provide you with the name of the contact person (either a Maritime New Zealand staff member or an independent person) who will contact you to deal with your complaint.
4. This contact person will respond to your complaint without delay. If the response requires sometime, this person will provide you with regular updates.
5. Once we have made a decision about your complaint, we will write to you explaining our decision and describing the remedies that are available to you.

## Remedies

We are committed to finding a mutually acceptable remedy to rectify the situation if it is determined that we have not met the standards of service in this Service Charter.

Remedies may include:

1. Providing you with a formal apology.
2. Providing you with a response, or accurate and/or complete information if this is the basis of your complaint.
3. Identifying and implementing corrective measures. For example, changing our policies or procedures to prevent a similar situation from occurring again.

## Next steps if you are not satisfied

If you are not satisfied with the outcome or handling of a complaint made under this Service Charter, you may request the Chairperson of the Authority review the matter.

If the Chair agrees that it is appropriate to review the matter, the following process will apply:

1. The Chair will consider whether the Board will review the complaint or select an appropriate independent person to do so.
2. The Chair will determine the terms of reference (purpose and structure) of the matter under review, in consultation with the Board.
3. You (the complainant) will be invited to comment and your views in writing will be considered as part of the review.
4. The Chair will consider the outcome of the review and take such action as may be appropriate in the circumstances.
6. You will be told what the final decision is following the review including any action(s) taken

All requests for our Chair to consider a review must be in writing and addressed to:

The Chairperson, Maritime New Zealand  
c/o The Director of Maritime New Zealand  
Level 11, 1 Grey Street  
PO Box 25620, WELLINGTON 6146  
[servicecharter@maritimenz.govt.nz](mailto:servicecharter@maritimenz.govt.nz)

## Situations when this Service Charter may not apply

The standards of service in this Service Charter and the remedies described above may not apply if:

1. Statutory powers of decision-making are involved, such as:
  - considerations relating to the assessment, issue, suspension, and revocation (cancellation) of maritime documents.
  - decisions relating to the assessment of applications for exemptions.
  - decisions relating to the enforcement of the provisions of the Maritime Transport Act 1994 or the Health and Safety in Employment Act 1992, including the decision to issue infringement notices, or to prosecute persons for offences committed under those Acts.
2. Specific independent avenues of complaint or legal remedies are already provided for, such as matters involving the Office of the Ombudsman or Office of the Privacy Commissioner regarding the handling or release of private or official information, as defined under the Privacy Act 1993 and the Official Information Act 1982.

## For more information

Please see [www.legislation.govt.nz](http://www.legislation.govt.nz) for copies of legislation, including:

- Crown Entities Act 2004
- Maritime Transport Act 1994
- Maritime Security Act 2004
- Health and Safety in Employment Act 1992
- Official Information Act 1982
- Privacy Act 1993.

## Get help

You can contact us:

- by phone within New Zealand (toll free): 0508 22 55 22
- by phone from outside of New Zealand: +64 4 473 0111
- by fax: +64 4 494 1263
- by email: [enquiries@maritimenz.govt.nz](mailto:enquiries@maritimenz.govt.nz)
- in person: Level 11, 1 Grey Street, Wellington, New Zealand
- by post: PO Box 25620, Wellington 6146.