

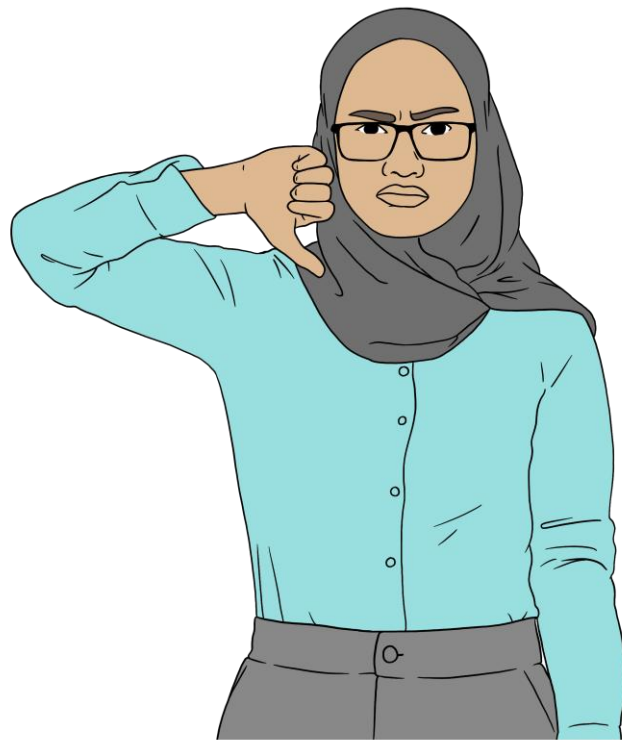


**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA



Making a complaint



Published: March 2026

What you will find in here

Page number:

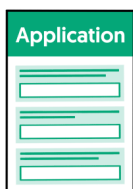


MINISTRY OF SOCIAL
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TE MANATU WHAKAHIAO ORA

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About this Easy Read



This Easy Read is from the
Ministry of Social Development.



The Ministry of Social Development
is sometimes called **MSD** for short.

WORK AND INCOME
TE HIRANGA TANGATA

Work and Income is part of MSD.



In this document the words **we / us**
mean MSD.



This Easy Read is about making a **complaint** about Work and Income.



Making a **complaint** means telling someone:

- there is a problem
- you want them to do something to make things right.

What can I make a complaint about?



We want you to have a good experience with us.



Your **feedback** is important to us.

Feedback means telling someone what you think about something.



You can complain to us about:

- our service which is if you have been treated badly
- our locations which is about our service centres
- how we work with our clients
- how we processed / went through your application.



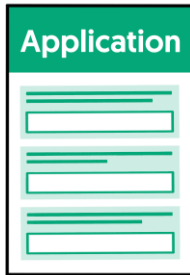


When you make a complaint we will:

- investigate / look into it
- try to make things right
- do our best to make sure it does not happen again.



What if I do not agree with a decision about an application?



There is a different way to challenge / ask about a decision you do not agree with if it is something to do with applying for a benefit.



You will need to ask for a Review of Decision.



You can find out how to ask for a Review of Decision at this **website**:

www.workandincome.govt.nz/rod



This website is **not** in Easy Read.

How to make a complaint

You can:



- make a complaint yourself
- ask someone to make a complaint for you.



You can make your complaint by filling out a form on this **website**:

www.workandincome.govt.nz/complaint

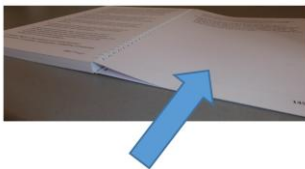


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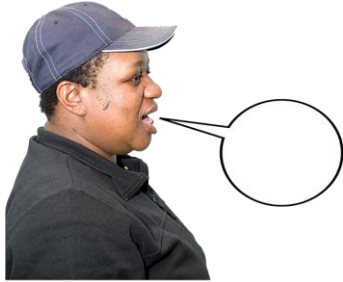
You can make your complaint by:

- contacting us
- booking an appointment to come in to a service centre
- posting a letter to us.



Information about how to contact us is on **pages 17 to 20.**

What to tell us when you make a complaint



You need to clearly tell us:

- what happened

and

- what you think we should do to make things right.



It will make things easier if you tell us your:

- name
- contact information like your:
 - phone number
 - email
- **client number.**





Anyone who has had support from us has a **client number**.

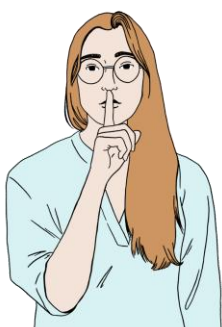
You can find your client number on:

- any letters we have sent you
- the front of your Community Services card if you have 1
- the back of your SuperGold card if you have 1.



If you do not give us information about yourself we:

- may still look into your complaint
- will not be able to:
 - tell you what we decide
 - make things right for you.



What we will do about your complaint



We will try to sort out your complaint right away.



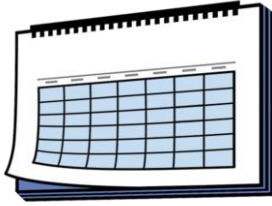
We will look at:

- what went wrong
- how things can be put right.



We will get in touch to let you know:

- that we have got your complaint
- what we will do to make things right.



It may take longer to sort out your complaint if:



- no one else has had the same problem
- it is difficult to work out what happened
- we need to work with other people / organisations.



We will tell you what is happening if it takes a long time to sort out your complaint.

If you are not happy with what we decide



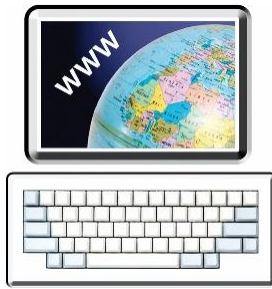
If you are not happy with what we decide about your complaint you can get support from:

- your **Member of Parliament**
- the **Ombudsman**
- the **Privacy Commissioner**.



Members of Parliament:

- are voted for by lots of people
- are part of making laws
- speak up for people in their part of the country
- are called MPs for short.



There is more information about how to find your local Member of Parliament at this **website**:

<https://tinyurl.com/32c6syv2>



This website is **not** in Easy Read.



The **Ombudsman** works to make sure everyone in Aotearoa New Zealand gets treated fairly.



You can find more information about making a complaint to the Ombudsman at this **website**:

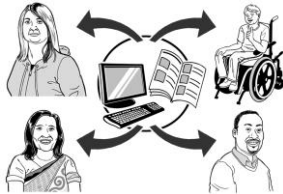
<https://tinyurl.com/yd3z4ppa>



This website is **not** in Easy Read.



The **Privacy Commissioner** is in charge of things to do with **privacy** in Aotearoa New Zealand.



Here **privacy** means being in charge of information about yourself like:

- knowing who has information about you
- being able to say how that information can be used.



You can find more information about how to make a complaint to the Privacy Commissioner at this **website**:

www.privacy.org.nz



This website is **not** in Easy Read.

How to contact us



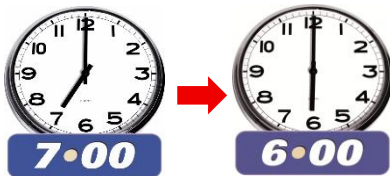
You can contact us by calling:

0800 559 009

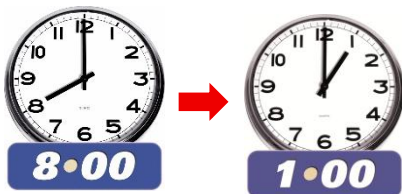


This number does not cost money to call.

You can call this number on:



- Monday to Friday:
 - from 7 am to 6 pm



- Saturday:
 - from 8 am to 1 pm.



If you find it hard to use the phone
you can:

- **text** us on:

4206



- **email** us:

MSD_Deaf_Services@msd.govt.nz



You can find more information about
our Deaf Services at this **website**:

www.workandincome.govt.nz/deaf-services



This website is **not** in Easy Read.



You can also contact us using the New Zealand Relay service.

The **New Zealand Relay** service is for people who are:



- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz



You can find information about the
Work and Income service centre
nearest you at this **website**:

www.workandincome.govt.nz/service-centres



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This information has been written by the Ministry of Social Development.

Make it Easy
Kia Māmā Mai



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

People First NZ
Ngā Tāngata Tuatahi



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