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

WORK AND INCOME
TE HIRANGA TANGATA

Making a complaint about us

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TN: The logo at the top of the page is Ministry of Social Development — Te Manatū Whakahiato Ora and Work and Income — Te Hiranga Tangata.

Note: Information about ways you can contact Work and Income are listed at the end of this information.

Making a complaint about us

Work and Income want you to have a positive experience interacting with us. When that does not happen, you can make a complaint. We value your feedback. If you submit a complaint, we will look at what happened and try to resolve it. We will do our best to make sure it doesn't happen again.

What is a complaint?

A complaint is when you are not happy about something Work and Income have done. It can be about:

- our service, e.g. the way you have been treated.
- our locations, e.g. access to one of our service centres
- how we work with clients e.g. having to provide the same information more than once or having trouble accessing us
- how we have processed your application, e.g. how long it takes to process your application or not getting an update on how it's going.

What if I don't agree with a decision?

If you don't agree with a decision we have made related to something you have applied for and want to challenge it, there is a different process to follow. You need to apply for a "Review of decision". You can find this process here www.workandincome.govt.nz/rod

How to make a complaint

You can either make the complaint yourself or someone can make a complaint on your behalf.

You can either:

- complete our online form located here www.workandincome.govt.nz/complaint
- contact us and tell us about the issue
- contact us and book an appointment to come in and see us, or
- write to us at Ministry of Social Development, PO Box 1556, Wellington.

What we need from you

Please be clear, factual and tell us what happened and what you want to have happen as a result. Giving us your client number, name and contact details will help us to get in touch and help resolve the issue.

Do I have to provide my details?

You can complain or provide feedback without telling us who you are, and we will still look at the complaint to see what we could do better, but we won't be able to respond to you personally.

How we will respond

We try to fix your complaint immediately. We will investigate to see what went wrong and how it can be put right. We will contact you to let you know we have received your complaint and what we will do to fix or resolve it.

If your complaint is unique and complex and we need to work with others to fix it, it will take longer. In these situations, we will tell you what is happening in regular updates.

If you are not happy with the outcome

If you are not happy with what happened with your complaint after we have fixed it, you can take it to another agency.

You can contact:

1. your local Member of Parliament (MP) **Contact an MP–New Zealand Parliament** or <https://tinyurl.com/32c6syv2>

2. the Ombudsman, **How to make a complaint to the Ombudsman–Ombudsman website** or <https://tinyurl.com/yd3z4ppa>
3. the Privacy Commissioner (if it is a complaint about privacy) **Complaining to the Privacy Commissioner–Privacy Commissioner website** or <https://www.privacy.org.nz/>
- 4.

Options for contacting Work and Income

You are always welcome to let us know if you have a specific communication need.

Phone call

Call our general enquiries team on 0800 559 009. Our phone line is open Monday to Friday 7am to 6pm and Saturday 8am to 1pm.

Text or Email

If **you** are deaf or disabled **and** your health condition or disability prevents you from calling us, you can text us on **4206** (charges may apply depending on your mobile

provider) or email us at

MSD_Deaf_Services@msd.govt.nz More information about what Deaf Services can help you with is at www.workandincome.govt.nz/deaf-services

NZ Relay

If you are Deaf, hard of hearing, deafblind, or have speech communications difficulties you can also use NZ Relay to connect with Work and Income via their website located here Use NZ Relay Service– www.nzrelay.co.nz or by using the free NZ Relay App.

Finding your nearest service centre

We have many service centres around New Zealand. You can find the physical address and the postal address of a service centre near you here

www.workandincome.govt.nz/service-centres

End of Making a Complaint about us