



## Complaints

**The Commission will inquire into any person who is engaged in conduct in breach of the Charities Act or where there is serious wrongdoing in connection with a registered charity.**

### What is the role of the Commission?

The Charities Commission was established by government in 2005 to register and monitor charitable organisations in New Zealand and to provide them with support and advice on good governance and management.

The Charities Commission's role is to increase charities' effectiveness and the public's trust and confidence in them.

To do this, we:

- maintain and monitor a register of charities
- receive annual returns and monitor the activities of charities
- promote public trust in charitable organisations
- provide education and assistance to the charitable sector
- encourage best practice in governance and use of resources
- provide advice on matters relating to charities.

### What powers does the Commission have?

The Commission has limited powers under the Charities Act 2005 in respect of registered charities and breaches of the Act. These include the powers to issue warnings and publish details of possible breaches of the Act or serious wrongdoing and to de-register a charity.

### What type of complaints does the Commission deal with?

The Commission will inquire into any person who is engaged in conduct in breach of the Act or where there is serious wrongdoing in connection with a registered charity.

It will do this if it considers the inquiry is reasonably necessary for the purposes of carrying out its functions and exercising its powers under the Act.

The Commission is able to initiate its own inquiries, or act in response to information provided to us, or a complaint.

## Do I need to address the complaint with the charity concerned before submitting a complaint to the Commission?

The Commission will consider all complaints, but we encourage you to first use all available methods to resolve the matter with the charity directly, before approaching the Commission.

## How should I complain to the Commission?

Your complaint must be submitted to the Commission in writing. This may be by:

### Email:

info@charities.govt.nz

### Letter:

Monitoring & Investigations  
Charities Commission  
PO Box 8072  
Wellington 6143

## What information should I give the Commission?

The Commission needs as much information as possible to enable it to effectively assess your complaint and decide the appropriate course of action.

### It would be helpful if you provided the following:

- the name of the charity and its registration number
- the name of any person involved
- the allegation against the charity or person
- the effect on the charity
- any actions you have taken regarding your concerns
- whether there has been any publicity surrounding the issue
- copies of documentary evidence supporting the complaint
- details of your dealings with the charity in relation to your concerns
- details of any dealings or correspondence you have had with other agencies regarding your concerns.

## What details do I need to give the Commission about myself?

You need to provide the Commission with your name, postal address and email address (if you have one), telephone number and details of any connection you have with the charity or person.

We will also assess complaints made to us anonymously – however, it is often difficult for us to investigate and respond effectively to information we receive anonymously.

## How long will it take for my complaint to be dealt with?

The nature and complexity of your complaint will influence the action taken by the Commission and the time taken to complete any investigation.

## Will I hear back from the Commission with an outcome?

We will acknowledge your complaint and let you know if we intend to take the matter further or refer it to another agency.

If we take up the matter for investigation, we will write and let you know the conclusions we reach.

