

Complaints and Concern Committee Terms of Reference

Background

The board recognises that there are times when a committee can act more efficiently and effectively than can the full board. This Committee shall only be formed when the Board considers it efficient and effective to meet the work requirements of the Board.

Formation

Where the Board has complaints or concerns that it has elected to take responsibility for the Complaints and Concerns Committee (“the Committee”) may be formed by resolution of the Board. If such resolution is raised outside of a scheduled Board meeting, then e-mails affirming support from a majority of the Board is required to form the Committee.

Powers

The Committee attains its authority at the discretion of the Board for specific tasks that the Board empowers it to undertake.

Unless explicitly empowered by the board, the Committee cannot make binding Board decisions. For the most part the function of the Committee is to correspond with the complainant and make recommendations to the board to resolve the complaint or concern.

It is expected the Committee will keep the rest of the Board apprised on its discussions and activities as appropriate.

It is expected correspondence with Complainants will be vetted by a representative of NZ STA unless the correspondence is routine and presents no risk to the Board.

Composition

The Committee shall normally comprise of 3 members of the Board or other such number as the Board sees fit.

The Committee may co-opt additional members of the Committee if it sees fit.

All ad hoc committees are automatically disestablished once they have completed their work and have reported to the Board.

Dissolution

The Committee may be dissolved by resolution supported by a majority of the Board. If such resolution is raised outside of a scheduled Board meeting, then e-mails affirming support from a majority of the full Board is required to dissolve the Committee.

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