

Where to Go to Complain

This page gives you an overview of the organisations that can help you solve problems.

Accident Compensation Corporation (ACC)

What can they help with?

The Accident Compensation Corporation (ACC) provides you with financial support if you are injured in New Zealand – for example, they can contribute to treatment costs and cover lost wages if you are unable to work because of your injury. If your disability is the result of an injury, it is likely that you will get support from ACC. ACC has their own complaints processes – if you are unhappy with a decision ACC has made, or you think they have breached your rights under the [Code of ACC Claimants' Rights](#), you will need to use ACC's processes to complain.

When do I need to contact them?

Support is available whenever you are using ACC's services. If you need help understanding ACC's processes, you can get support from a free, independent [navigation service](#). You can also [give someone else the power to talk to ACC on your behalf](#) if you want to.

If you have a complaint about a decision ACC has made or how they have treated you, it is best to start by talking to your main contact person at ACC. If that does not solve the problem you can [make a complaint](#) to ACC. You can also request an [independent review](#) of a decision ACC has made, which means an independent person will take another look at a decision ACC has made and decide what should happen. Usually, you need to apply for an independent review within three months of the date when ACC made the decision, although you may be able to apply after three months if your injury stopped you from applying within three months.

How do I contact them?

If you have been injured, ACC will send you a letter with the contact details for the person in charge of your case. You can use those contact details if you have questions or complaints. If you have lost that letter, you can phone 0800 101 996 to speak to someone.

To make a formal complaint about a decision ACC has made or the way they have treated you, you can phone 0800 650 222 or email customerfeedback@acc.co.nz. You can also [download a complaint form](#) and email it to customerfeedback@acc.co.nz or post it to ACC Customer Resolutions Team, PO Box 892, Freepost 264, Hamilton 3240.

You can [apply for an independent review online](#). If you prefer, you can download the application form and email it to accreviewapplication@acc.co.nz or post it to ACC, PO Box 952, Waikato Mail Centre, Hamilton 3240.

Disputes Tribunal

What can they help with?

The Disputes Tribunal is a way of solving disagreements you have with another person or organisation that is quicker and cheaper than going to Court. You can use the Disputes Tribunal if the amount of money in dispute is less than \$30 000. The Disputes Tribunal often helps people solve problems like:

- Someone damaging your vehicle and not paying for the repairs
- Your flatmates not doing something they agreed to do
- A business selling you an item that doesn't work properly.

Decisions of the Disputes Tribunal are legally binding – you must do what the Disputes Tribunal says.

When do I need to contact them?

Normally you need to complain to the Disputes Tribunal within six years of the problem happening.

How do I contact them?

You can make a complaint by:

- Filling in the [online application form](#)
- Filling in a [paper application form](#) and dropping it off at your local District Court or posting it to Ministry of Justice, CPU, SX10042, Wellington.

You will need to pay a fee to make a complaint to the Disputes Tribunal. You can find the [current fees](#) on the Ministry of Justice website.

If you have questions about the Disputes Tribunal you can phone 0800 268 787.

Employment Relations Authority

What can they help with?

The Employment Relations Authority helps solve employment problems. For example, if you do not have a written employment agreement, if your wages have not been paid, or if you feel you have been unfairly let go from employment, the Employment Relations Authority might be able to help.

When do I need to contact them?

If you have a problem at your job, the first step is to talk to your employer about it. This is called 'raising a personal grievance', and you must do this within 90 days of the problem happening. If you cannot solve the problem by talking to your employer, you then have three years to ask the Employment Relations Authority for help. However, it is a good idea to try [mediation](#) before asking the Employment Relations Authority to step in – if you apply to the Employment Relations Authority without first going to mediation, they will usually ask you to try mediation first.

How do I contact them?

The Ministry of Business, Innovation and Employment offers a [free mediation service](#). You can request mediation by completing the [online application form](#). Phone 0800 20 90 20 if you have questions or cannot fill out the online application.

You can ask the Employment Relations Authority to help you solve an employment problem by filling out the [online application form](#). If you prefer, you can [download a printable application form](#) and post it to your closest Employment Relations Authority office, or take it in in person. You can find the [contact details for Employment Relations Authority offices](#) on the Employment Relations Authority website. You should contact your closest Employment Relations Authority office if you have questions.

You will need to pay a fee to make a complaint to the Employment Relations Authority. Their website has more information about [what the fees are and how to pay](#).

Health and Disability Commissioner

What can they help with?

The Health and Disability Commissioner can help if you have a problem with a health or disability service, such as a GP, hospital, rest home, mental health service or addiction service. You can also complain about individuals who provide health and disability services, like nurses, doctors, dentists, counsellors and caregivers. Specifically, the Health and Disability Commissioner can decide if your rights under the [Code of Health and Disability Services Consumers' Rights](#) have been breached.

The Health and Disability Commissioner cannot help with:

- Problems with ACC – you will need to talk to ACC directly ([see above](#))
- Privacy concerns you have with a health or disability service provider – contact the Privacy Commissioner ([see below](#)) with these concerns
- Complaints about the fees a health or disability service charges.

When do I need to contact them?

There is no time limit on when you can complain to the Health and Disability Commissioner – although there may not be much, they can do to help if the events you are complaining about happened a long time ago.

The Health and Disability Commissioner is busy, so it is sometimes quicker and easier to solve problems by talking to the health or disability service provider directly, or by asking an [advocate](#) to help you talk to the health or disability service provider. However, you do not have to talk directly to the service provider before complaining to the Health and Disability Commissioner if you do not want to.

How do I contact them?

To make a complaint to the Health and Disability Commissioner, you need to fill out their [complaint form](#). You can complete the complaint form online, or you can download it and post or email it back to the Health and Disability Commissioner. The complaint form is also available in te reo Māori and in alternate formats (Easy Read, te reo Māori Easy Read, large print, Braille, audio and NZSL).

If you have questions, you can:

- Phone 0800 11 22 33
- Email hdc@hdc.org.nz
- Write to PO Box 1791, Auckland 1140

Human Rights Commission

What can they help with?

The Human Rights Commission protects people's human rights in Aotearoa New Zealand. You can complain to them if you have been [unlawfully discriminated against](#) (meaning you have been treated differently because of your sex, marital status, religious belief, ethical belief, colour, race, ethnic or national origin, disability, age, political opinion, employment status, family status or sexual orientation). You can also [complain](#) about sexual or racial harassment, conversion practices (when someone tries to change your sexual orientation, gender identity or gender expression) and victimisation (being treated badly because you made a complaint about unlawful discrimination). The Human Rights Commission may also be able to help if you have experienced hate speech.

When do I need to contact them?

Usually, you need to complain to the Human Rights Commission within one year of the issue you are complaining about happening. However, it is worth getting in touch with the Human Rights Commission even if it has been more than a year, as they may still be able to help.

How do I contact them?

To complain to the Human Rights Commission:

- Fill out their [online complaint form](#)
- Download the complaint form and email it to infoline@hrc.co.nz or
- Post it to PO Box 6751, Victoria St West, Auckland 1142.

If you need help making a complaint you can phone 0800 496 877, text 021 0236 4253 or email infoline@hrc.co.nz.

Independent Police Conduct Authority

What can they help with?

You can complain to the Independent Police Conduct Authority if you are unhappy with how you were treated by the Police.

When do I need to contact them?

Generally you need to complain within one year of the incident you are complaining about. However, the Independent Police Conduct Authority may still be able to help even if it has been more than one year since the incident happened.

How do I contact them?

Filling out the [online complaint form](#) is the easiest way to complain to the Independent Police Conduct Authority. You can also make a complaint by emailing info@ipca.govt.nz or writing to IPCA, PO Box 25221, Wellington 6140. You can [download the complaint form](#) and email or post it back to the Independent Police Conduct Authority. Phone 0800 503 728 if you have questions or would like the complaint form posted to you.

It is important to include as much detail in your complaint as possible, such as the date, time and place the incident happened and information about the Police staff you are complaining about (like their name and badge number).

Netsafe

What can they help with?

You can complain to Netsafe if you have been harmed by a digital communication. Read our 'Cyberbullying' resource to learn more about what counts as harmful digital communication.

How do I contact them?

To complain to Netsafe you can:

- Fill out the [online complaint form](#)
- Text 'Netsafe' to 4282
- [Talk to Kora](#), their online chatbot
- Call 0508 638 723
- Email help@netsafe.org.nz

Ombudsman

What can they help with?

The main role of the Ombudsman is to investigate complaints about unfair treatment by [government agencies](#). 'Government agencies' include Government departments and ministries (like the Department of Internal Affairs or the Ministry of Social Development), local government (city, district and regional councils), tertiary education institutions and school boards of trustees. You can read about the [other work the Ombudsman does](#) on their website.

When do I need to contact them?

You should try to resolve the problem directly with the government agency before complaining to the Ombudsman – the Ombudsman may decide not to investigate your complaint if you have not tried to resolve the problem directly with the agency first.

It is best to complain to the Ombudsman within one year of the problem happening – it may be hard for the Ombudsman to investigate if you complain more than a year after the problem happened.

How do I contact them?

To make a complaint to the Ombudsman you can:

- Fill out the [online complaint form](#)
- Phone 0800 184 184 (for complaints about Oranga Tamariki) or 0800 802 602 (for all other complaints)
- Email info@ombudsman.parliament.nz
- Write to The Ombudsman, PO Box 10152, Wellington 6143

Privacy Commissioner

What can they help with?

The [Privacy Act 2020](#) protects your privacy by setting out rules for how organisations (meaning government agencies, private businesses and community organisations) can collect, store, use and share your personal information. ‘[Personal information](#)’ mean any information that could identify you, like your name, address or date of birth.

When do I need to contact them?

You must complain directly to the organisation that has interfered with your privacy rights before complaining to the Privacy Commissioner – the Privacy Commissioner will only be able to help if the organisation does not respond to your direct complaint within 30 days, or if you are unhappy with the organisation’s response. Generally you need to complain to the Privacy Commissioner within one year of the privacy issue coming to your attention, although it is still worth contacting the Privacy Commissioner if it has been more than one year, as they may be able to help if you have a good reason for not complaining within one year.

How do I contact them?

The Privacy Commissioner has an online form that you can use to [complain directly to an organisation that has interfered with your privacy rights](#).

You can complain directly to the Privacy Commissioner by using their [online complaints form](#). The form begins with some questions that assess whether the Privacy Commissioner can investigate your complaint – if the questions show the Privacy Commissioner is able to investigate, you will then be taken to the complaints form.

If you have questions or need support with making a complaint to the Privacy Commissioner, you can:

- Phone 0800 803 909 (from 10am-3pm, Monday to Friday)
- Fill out their [online contact form](#)
- Email enquiries@privacy.org.nz
- Write to PO Box, 10094, Wellington 6140

Tenancy Tribunal

What can they help with?

The Tenancy Tribunal resolves problems between tenants (people who are renting a property and have signed the tenancy agreement) and landlords, if the tenant and landlord cannot resolve the problem by talking to each other directly. Some examples of the types of problems the Tenancy Tribunal can help with include disputes about rent payments, repairs and [unenforceable clauses in tenancy agreements](#).

When do I need to contact them?

[Tenancy Services](#) has information about the process for resolving disputes between tenants and landlords. Generally it is best for tenants and landlords to try to resolve problems by talking directly with each other. If this does not work, Tenancy Services has a [mediation service](#) – in mediation, an independent person helps tenants and landlords talk to each other and come to an agreement. If an agreement is reached, the mediator can write this up and get it ‘sealed’ by the Tenancy Tribunal. A sealed mediator’s order is legally enforceable.

Landlords and tenants can ask the Tenancy Tribunal to solve a problem if they cannot resolve the issue by talking directly to each other. You do not have to try mediation before applying to the Tenancy Tribunal.

How do I contact them?

The easiest way to complain to the Tenancy Tribunal is to use their [online form](#). You can use the same form to apply for mediation.

If you need to use a [paper application form](#), you can order one through the Ministry of Business, Innovation and Employment website, or contact Tenancy Services and ask them to send you the form. Some Citizens Advice Bureau Offices and Community Law Centres also have copies of the paper application form. Once you have completed the form, send it to Tenancy Services, PO Box 76469, Manukau 2241.

There are [fees](#) for applying to the Tenancy Tribunal. If you complete the online application form you will be able to pay using a debit/credit card or by bank transfer. If you complete a paper application form, you can pay the fee at any Westpac bank, by phone or by bank transfer.

If you have questions about a tenancy or need support with applying to the Tenancy Tribunal, you can phone the Tenancy Information line on 0800 836 262. You can find other contact details on the [Tenancy Services website](#).

“This legal education resource is intended to only provide a general overview of the subject covered as of 1 August 2025 and is provided for education purposes only. It is not, and should not be taken to be, comprehensive or specific legal advice.

Please do not act in reliance on any information or statement contained in this legal education resource, without first consulting an appropriate legal professional, who will be able to advise you around your specific circumstances”