

## **CHRISTCHURCH CASINOS CHARITABLE COMMUNITY TRUST COMPLAINTS POLICY**

This Complaints Policy is intended to ensure any complaints received regarding the work of the Christchurch Casinos Charitable Community Trust are handled in a prompt and professional manner.

If for any reason you are not happy with any aspect of the Trust's service, we would like to hear from you as soon as possible. Please contact: [thetrust@christchurchcasino.co.nz](mailto:thetrust@christchurchcasino.co.nz).

Christchurch Casinos Charitable Community Trust Board will investigate the complaint and discuss a resolution with you.

If you have a concern about the way we've handled your Personal Information and we can't resolve your complaint for you, then you have the right to make a complaint to the Office of Privacy Commissioner by:

- Completing an online complaint form at <http://www.privacy.or.nz>; or
- In writing to the Office of the Privacy Commissioner, PO Box 10-094, The Terrace, Wellington 6143.