

If you are asked to support someone with their complaint(s), you need to be approved as an advocate. Here's how.

1 First steps

1. The complainant can ask you to be their advocate at any time.
2. If you agree, you need to give the complainant your details so they can complete the **Authority For A Complaint Advocate** form.
3. Staff will give you and the complainant a signed copy of the form as soon as possible.
4. Staff will contact you to discuss the complaint under the Privacy Act 2020. They may ask for proof of your identity.

2 What to expect

- The complainant may ask for your support with specific complaint(s) or to act for them over a period of up to 12 months.
- When you are given approval, Corrections will give the complainant copies of any correspondence we send to and receive from you.
- You will be entitled to information you request about the specified complaint(s) if your approval is active. **Any sensitive personal information can be withheld where necessary if the Privacy Act 2020 withholding provisions apply.**
- Staff expect you to engage with them and the complainant as soon as possible to help resolve the complaint.



Changing your mind

At any time, if you want to stop advocating, contact Corrections staff or the Office of the Inspectorate. **Email: inspectorate@corrections.govt.nz**
Phone: 0800 225 697 Post: Private Box 1206, Wellington 6140

You can find more detailed guidance about being an advocate on the Department of Corrections website: www.corrections.govt.nz