

Ā Tātou Arapaki Our Pathway

Code of Service

Purpose

Ā Tātou Arapaki sets out the standards you can expect from us across all our functions – as occupational regulator, as lead agency for social worker workforce planning, and as a Crown Agent.

Timeliness

You can expect a response of your enquiry within 10 working days, and we will keep you updated when things take longer.

Professionalism and Fairness

We treat everyone fairly, consistently, and with respect – whatever the outcome of your matter.

Transparency

You'll get a reason for our decisions; we will share what we know and be honest about what we can and can't do.

Communication

We respond clearly and respectfully, keep you informed, and identify ourselves when we call.

Our service commitment

We will:

- acknowledge all written enquiries within ten working days
- provide progress reports on at least a monthly basis where matters are complex or proceed beyond twenty working days
- identify ourselves by name when communicating by telephone.

Making a complaint

Email: feedbackandconcerns@swrb.govt.nz
Freephone: 0508 797 269

If we fall short of a standard, we'll work with you to put things right.