



18 November 2011

Best workplace

The Office of the Electricity and Gas Complaints Commissioner won the small business category (20 to 49 employees) of the JRA Best Workplaces Awards, announced in Auckland last night.

Commissioner Judi Jones accepted the award on behalf of the staff.

“Our workplace is the product of the people in it,” Ms Jones said. “I am fortunate to have such a great group of people around me.”

“This award shows that dealing with complaints is not necessarily a bad day in the office. We focus on fair and independent process, and providing an effective and efficient service,” Ms Jones said.

“Our focus is reflected in the survey results, with our strongest sections being culture and values, and having a common purpose,” Ms Jones said.

“Saying you work in complaint resolution is not a conversation starter at dinner parties, so we work hard at making an office culture where people feel a sense of purpose and get satisfaction from their work,” Ms Jones said.

“This is the seventh time we have taken part in the survey, but the first time we were big enough to qualify for the competition,” Ms Jones said.

“We will participate in the survey again because it is a great way of taking the pulse of the workplace. The results show us what we are doing well and where we need to improve if we want to recruit and keep great staff,” Ms Jones said.

The EGCC Scheme was set up in October 2001 as a self-regulatory industry scheme for the electricity industry. In 2005 the Scheme expanded to include complaints about gas companies. Since 2006, the Scheme has been able to consider complaints from landowners and land occupiers.

The JRA Best Workplaces Survey is New Zealand’s largest workplace climate and employee engagement survey.

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