



16 November 2011

Resolving complaints makes for a great workplace

An office dedicated to resolving complaints about electricity and gas companies is a finalist in the JRA Best Workplaces Survey for 2011.

The Electricity and Gas Complaints Commissioner has taken part in the JRA survey for the past seven years, but with fewer than 20 staff, was previously too small to qualify for the competition.

“Increasing workloads led us to recruit more staff this year, and our results made us finalists in the small workplace category,” Commissioner Judi Jones said.

“It is not enough to recruit the right people, we have to create a workplace they want to be part of, and where they will do their best work,” Ms Jones said.

“Taking part in the survey is a valuable means of checking on what kind of workplace we are, and being finalists is a bonus,” Ms Jones said.

The survey covers ten areas of the workplace, including culture and values, the person you report to, learning and development, and reward and recognition.

“Our strongest results were in the areas of culture and values, common purpose, and the person I report to,” Ms Jones said. “One of the statements with the highest level of agreement was about being encouraged to give ideas and suggestions for improving the way we work. Who better to get ideas from than the people who do the work?”

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.

JRA surveys the employees of participating businesses and names finalists in four categories based on the size of the organisations. The EGCC is one of ten finalists in the small workplace category (20 to 49 employees).

The winners will be announced at a dinner in Auckland, tomorrow, Thursday 17 November.

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