

Review of Royal New Zealand Ballet complaints policies and procedures

TERMS OF REFERENCE

Background

- Concerns have been raised about the way in which the Royal New Zealand Ballet ('**RNZB**') has considered and addressed past employment complaints. It is important that the RNZB's Board of Trustees ('**Board**') continues to have confidence in the processes adopted by the RNZB.
- The Board has engaged Doug Craig (the '**Reviewer**') to carry out an independent review of the RNZB's process for dealing with complaints that are raised with it.
- The review will consider the processes adopted in the period from 2015 to 2017 and the RNZB's policies and processes for dealing with complaints generally.

Scope

- The Reviewer is instructed to undertake a review of the processes undertaken in response to the complaints made in the period from February 2015 to December 2017. This review will not enquire into the substance of any allegations made, or the substantive responses to them.
- The review will enquire into how the complaints were handled. The Reviewer will provide guidance on best practice processes and recommend what, if any improvements could be made to the RNZB's policies and processes to ensure confidence in the complaints processes of the RNZB.
- The Reviewer will provide a report to the Board setting out his observations and providing recommendations for the management of future complaints.

Process

- The Reviewer will interview the Chair of the Board, Steven Fyfe, together with any other parties the Reviewer considers it necessary or desirable to interview. The Reviewer will consult the Chair of the Board about other parties he proposes to interview or otherwise seek information from.
- The Reviewer will observe confidentiality, and will emphasise the need for confidentiality to all parties he interviews or interacts with in the course of carrying out his review.
- The Reviewer will keep the Chair of the Board updated regularly (and in any event weekly) on progress.
- The Reviewer will abide by any contractual or other legal obligations applying to the RNZB of which he is notified, including confidentiality obligations arising from any agreements with current or former employees.
- Except as agreed with the Board, the Reviewer will not disclose to any party other than the Board, nor include in his report, the content of any legal advice provided to the Board about the employment processes followed.

Timing

- The Reviewer's report will be provided to the Chair of the Board as soon as reasonably practicable.