

Complaints Process

NEC Identity Verification Service (DISTF Accreditation NZ)

About this process

This complaints process applies to the NEC Identity Verification Service (IDVS), which is accredited under the Digital Identity Services Trust Framework.

We are committed to handling complaints fairly, promptly, and without undue formality. Where applicable, we will have regard to tikanga Māori in considering your complaint (see below).

What you can complain about

This process is for complaints about an alleged breach by NEC of:

- The Digital Identity Services Trust Framework Rules
- The Digital Identity Services Trust Framework Regulations 2024
- The terms of use of Trust Framework accreditation marks
- The Electronic Identity Verification Act 2012

For general enquiries or service issues not related to the above, please contact the organisation that requested your identity verification or visit nec.co.nz/about/contact.

How to make a complaint

Email: ids-complaints@nec.co.nz

Post: NEC New Zealand Limited,
Pencarrow House,
Level 1/1 Willeston Street,
Wellington CBD 6011,
New Zealand

Phone: +64 4 381 1111

Please include your name and contact details, a description of the alleged breach, and any relevant supporting information.

What happens next:

Acknowledgment: We will acknowledge your complaint within 5 working days.

Investigation: We will consider your complaint and may contact you for further information.

Response: We aim to provide a response within 20 working days. If we need more time, we will let you know.

Our commitment to tikanga Māori

In handling complaints, we are guided by the following principles:

Manaakitanga: We will treat you with care, respect and dignity throughout the complaints process.

Whanaungatanga: We recognise the importance of relationships. You are welcome to bring whānau or a support person to any meeting or discussion.

Kanohi ki te kanohi: If you would prefer to discuss your complaint kanohi ki te kanohi (face to face) or by phone rather than in writing, please let us know and we will make arrangements.

Kōrero: We value open dialogue. You do not need to put your complaint in writing if you would prefer to talk it through with us first.

All complaints under this process are handled in Aotearoa New Zealand by our local team.

Not satisfied with the outcome?

If you are dissatisfied with the outcome of our complaints process, you may complain to the Trust Framework Authority:

<https://www.dia.govt.nz/Trust-Framework-for-Digital-Identity-Make-a-Complaint>

Regulatory Reference

This complaints process is maintained in accordance with Regulations 14-17 of the Digital Identity Services Trust Framework Regulations 2024.