

Case study: Inland Revenue

Inland Revenue is responsible for collecting most of the tax revenue that funds New Zealand Government spending. It employs over 5,500 staff based in 17 towns and cities.

Client situation

Inland Revenue (IR) wanted to assess how its complaints process and staff culture compared to best practice. In particular, IR wanted to understand what value the organisation currently placed on learning from complaints data.

How did we help?

Price Perrott conducted its Complaints Management Assessment with staff from IR's specialist Stakeholder Relations Unit and its front line customer contact centres. Responses to 56 benchmark questions covered five areas of best practice and the latest AS/NZ 10002:2014 International Standard for Complaints Management. The final report provided detailed insights into IR's cultural attitudes towards complaints, referencing relevant behavioural research and making recommendations to improve compliance with the International Standard.

Results achieved

Our report provided IR with measurable evidence to begin effecting a positive cultural change, moving away from the perception of complaints as "issues no-one wants to deal with." Specific benefits included:

- Increasing awareness of complaints and their role as a valuable source of information for service improvement
- Highlighting the importance of buy-in at all levels
- Providing evidence and statistics to support the case for cultural changes in the perception of complaints across IR.



We used Price Perrott because of the professional approach they have.

It has given us real momentum to make some positive changes for our customers.



Adam Cooper
Team Manager,
Complaints



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