

Te Hātepe | Process

STEP 1

A correspondent's conduct is assessed and conduct considered.

- » We will take into account a correspondents personal situation and their level of reading and writing skills.

STEP 2

Where a correspondence and/or conduct is identified as 'unreasonable' as per the definitions they will be registered to the Unreasonable Correspondent Conduct Register.

- » The correspondent will be informed in writing of their registration and the reasons why they have been registered.

STEP 3

The correspondent has 5 working days to comply and cease the unreasonable correspondence and/or conduct.

- » If the conduct continues after 5 working days, appropriate measures will be used to ensure the safety and wellbeing of staff and ensure the appropriate use of resources.

STEP 4

Where it is appropriate and conduct is severe a correspondent may be added to the Managed Correspondent Register where interaction is managed.

- » The correspondent will receive a letter explaining rules that may apply when having any contact with staff at Te Kāhui.
- » The correspondent is advised in writing of any applicable restrictions and/or management of their correspondence that is implemented by Te Kāhui.
- » The correspondent has 21 days to dispute the decision.
- » Any dispute received will be responded to within 2 months of the date of receiving the dispute.
- » Any necessary alterations by way of an increase or decrease of restrictions regarding a registered correspondent will be made on an as-needed basis.
- » If there has been no unreasonable contact for 3-years, the correspondent will be removed from the register.