

2025 complaints self-review

1. A potential “critical incident” occurred when ordering catering that accommodated dietary requirements was overlooked. A Project Coordinator purchased food for the eight affected people so no issues resulted.
2. Informal complaint-like comments from participant evaluations were collated. Seven related to the food provided at workshops or the venue being too cold or too small. Comments like this are followed up by Programme Leads or Project Coordinators so improvements can be made for future workshops at the same location. Some of the food-related comments arose during a transition phase trialling alternative options to providing lunch. One related to te Reo Māori pronunciation by the facilitators, which is an area Blueprint continues encourage people to develop in.