



Tangi Leave at the Call Centre (B – epilogue)

The team leader ultimately decided to deny her staff member the tangi leave. The staff member took unpaid leave and went to the tangi, coming back only to lay a formal complaint before resigning. This resulted in the human resources department declaring that the tangi leave policy had not been applied correctly, causing further tensions between the team leader and her staff. However, the complaint didn't lead to any further action by human resources or the Department as a whole.

Management did not intervene to clear up tensions within the office, which fuelled further division and gossip. Within a few weeks, the team leader had also resigned.

The Māori staff member later reflected that, if the situation had been less pressured, she could have offered to assist the team leader and guide her through the process and answer any questions she may have. The team leader later confessed that, if anything, the incident “flagged to her that there is not enough knowledge among New Zealanders, let alone public servant department managers, as to how the indigenous culture of this country operates.”

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