

# MUMA Summary of Complaints

## Raised Directly with Me from March 2025

By Matt McCarten

17 December 2025

1. The first call I got was from Deborah Mahuta-Coyle on 28 February 2025. The second call was from Mike Tukaki, telling me he was resigning because of Tania's bullying and requesting me to take a PG for his assistant.
2. Once employees knew I was taking the case, various workers contacted me for advice or assistance. It was not my intention to take any further action, although I was happy to give advice. I referred some potential PGs to other persons.
3. This is a summary of complaints raised with me from March. There are others, but they did not reach the threshold of a PG. The overwhelming number were raised up until August. I advised employees it was best to resolve these by unionising their workplace and negotiating a collective agreement to set the rules. I initiated bargaining in late July.

	CEO Involved	Kaimahi	Complaint	Status	Possible PG?	CEA Claim
1	Directly	Administrator	Was abused by CEO in 1 on 1 meeting and forced to take a pay cut. Reduced to tears and targeted afterwards.	PG	Yes	Yes
2	Directly	Team Lead	Promised salary and promotion not kept by CEO.	PG	Yes	
3	Directly	Administrator	CEO told her she was useless in 1 on 1 meeting. Left in tears and never came back.	No Contact	Yes	
4	Directly	Community Worker	CEO told her she was useless in 1 on 1 meeting. Reduced to tears.	No Action	Yes	
5	Directly	Administrator	Worker requested more Māori tikanga in work practices. Rejected by non-Māori manager. Ridiculed by CEO.	No Action	Yes	
6	Yes	Social Worker	Continuously undermined by manager. Māori protocols and professional support rejected.	Walked out in tears	Yes	
7	Directly	Community Worker	Called back from ACC leave with threat of job loss.	No Action	Yes	
8	Directly	Community Worker	Rejected twice for pay rise by CEO after being recommended by manager. No increase over 3 years.	Finally Approved	Yes (if it not was resolved)	Yes
9	Directly	Community Worker	Given warning for minor breach. No notice. No process, no support person.	No Action	Yes	Yes
10	Directly	Administrator	Given warning for minor breach. No notice. No process, no support person.	No Action	Yes	Yes
11	Not sure	Manager	No employment agreement or pay rise despite requests.	No Action	Yes	Yes
12	Directly	Team Lead	Raised PG on CEO bullying. Retaliatory complaint orchestrated by CEO. Recommended pay rise rejected.	PG	Yes	
13	Directly	Community Worker	Rejected twice for pay rise by CEO after being recommended by manager. No increase over 3 years.	No Action	Yes	Yes

14	Directly	Team Lead	Non-qualified worker secretly promised another worker's job by CEO.	No Action	Yes	
15	Yes	Community Worker	Role terminated. Role reinstated after she left the job.	No Action	Yes	
16	Directly	Community Worker	Called back from ACC leave with threat of job loss.	No Action	Yes	
17	Directly	Social Worker	Called back from hospital with threat of job loss despite serious surgery.	No Action	Yes	
18	Directly	Team Lead 1	Not paid agreed salary despite repeated requests.	No Action	Yes	Yes
19	Directly	Team Lead 2	Not paid agreed salary despite repeated requests.	No Action	Yes	Yes
1	Waatea	New Editor	Not paid correct salary. Duties substantially altered without discussion. Constructive Dismissal claim.	PG Undertaken	Yes	N/A
2	Waatea	Producer	Not paid correct salary. Duties substantially altered without discussion. Constructive Dismissal claim.	PG Undertaken	Yes	N/A

### Summary

1. CEO was the prime actor in the complaint in 16 cases.
2. CEO was further involved in 2 cases. Not sure in 1 case.
3. There are 3 MUMA PGs and 2 in Waatea.
4. All 19 cases could be taken as PGs.
5. 8 complaint matters could be resolved at union bargaining.