

Concerns

I have a concern that impacts my learning experience but I do not want to make a formal complaint.

You can raise your concern by:

- Talking to your tutor or staff member concerned OR
- Talking with the Student Support Coordinator.

You can do this anonymously if you prefer.

If you want to formalise your concern.

Problem Solved?

Yes No

• Advise student about outcome
• Recommendations and any actions are made (if relevant)

Problem Solved?

Yes No

Contact NZQA
<https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

Complaints

I would like to make a formal complaint.

You can record your complaint to the Programme Manager/General Manager:

- By completing the form on the website
- Email

• Complaint received
• Acknowledgement of complaint within 5 working days

• Relevant Manager/Programme Coordinator investigates the complaint

• Advise complainant on progress within 15 working days

• Recommendations made and complainant advised of outcome including recommendations and actions (if relevant).

• Review and update procedures as required
• Provide training if required
• Review improvements
• Discuss procedural outcomes at team meetings (where appropriate)

• Publish summary on website
• No personal information will be provided
• Record filed on complaints register
• Report to NZQA Code Administrator annually