

Complaints & Appeals Kaupapa here | Policy

Type:	Quality and Risk		
Policy Title:	Complaints & Appeals Policy		
Owner:	Head of Quality and Risk		
Version:	1		
Approval Date:	06 May 2025	Next review date:	July 2027
Effective from:	Semester 2 2025		

Other Related Internal Policies and Tūkanga | Procedures

Complaints & Appeals Procedure

[Ākonga | Learner Rights & Responsibilities Code](#)

Relevant External Rules and Guidelines

[NZQA Learner Guide to Complaints](#)[Human Rights Act 1993](#)[Privacy Act 2020](#)[Bill of Rights Act 1990](#)[The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)[Harmful Digital Communications Act 2015](#)

Amendments

Version	Effective from date	Created by	Reason for review/change
1		Quality and Risk	

Scope of Complaints & Appeals Kaupapa here | Policy

The Complaints and Appeals policy applies to:

- all Yoobee Colleges Ltd. (hereafter referred to as Yoobee) kaimahi and contractors
- all ākonga

The authority of a policy is established when it is formally approved by the Te Poari Mātauranga | Academic Board.

Pūtake | Purpose

The purpose of this policy is to ensure that:

- ākonga and kaimahi have information about, and access to, complaints and appeals resolution processes
- processes for resolution are timely, fair, effective, consistent, and culturally appropriate
- uphold the principles of natural justice and the values of Yoobee

Mātāpono | Principles

The key principles that underpin this policy are:

- natural justice - where ākonga are treated with respect, fairness, and without bias
- ākonga are entitled to use an advocate and support at all steps of the complaints and appeals processes
- ākonga experience culturally appropriate processes and responses that consider traditional ways of raising and resolving issues
- complaints and appeals are resolved
 - at the earliest possible time
 - at the lowest level possible, and
 - in a consistent manner
- information on the complaints and appeals processes is accessible to all ākonga, and kaimahi
- Information relating to a complaint or appeal is shared only with those who need to know, being mindful of the complainant's rights and those of any individual(s) named and involved.
- All parties affected by the complaint or appeal
 - have a right to a copy of the policy and procedures in respect to complaints and appeals, and any other information as needed to clarify any point or process
 - are regularly informed of the progress toward resolution, given an opportunity to present evidence, and to respond to the findings for factual accuracy before an outcome is communicated
- Yoobee regards complaints and appeals as a valuable form of feedback and an opportunity to promote continuous quality improvement.

Kaupapa here | Policy Statements

Yoobee will:

- Resolve all complaints and appeals at the lowest level possible. There are three levels for resolution
 - **Level one:** complaints are resolved by Campus Manager or Faculty Lead following procedures that align with Yoobee values and policy.
 - **Level two:** if a complaint is not resolved, and grounds for appeal are established as per policy, an ākonga appeal is heard by an appeal panel.
 - **Level three:** external to Yoobee - where resolution through the appeal panel is not agreed with, an ākonga has the right to seek external resolution such as an appeal to the Human Rights Commission, NZQA, or Ombudsman. Yoobee will ensure that ākonga are advised of the external options and processes.

Kaupapa here | Policy Implementation

Awareness

- inform all kaimahi and ākonga about the importance of the updated complaints and appeals process
- highlight why centralising the process is necessary to ensure transparency, accountability, and better outcomes
- create awareness using the Ākonga | Learner Handbook, campus posters, and online resources

Desire

- encourage kaimahi to support the centralised system by showing how it simplifies their responsibilities and benefits everyone involved
- motivate ākonga to engage with the process by promoting its fairness and accessibility
- position the role of the Complaints and Appeals Officer and Appeals Panel as key initiatives to build trust and confidence in the process and in Yoobee's commitment to successful resolution

Knowledge

- provide training to all kaimahi on:
 - the overview of the complaints and appeals procedures
 - how to locate the complaints and appeals register and applicable forms/templates
- update definitions in the Yoobee Glossary to ensure clarity and consistent understanding

Ability

- ensure kaimahi have access to the necessary tools and resources to:
 - support ākonga in raising complaints and appeals
 - handle complaints and appeals appropriately
 - navigate the updated process confidently
- train the Complaints and Appeals Officer to monitor actions and outcomes

Reinforcement

- continuously monitor the effectiveness of the centralised complaints process and outcomes through regular audits, and maturity assessments
- recognise kaimahi and ākonga who effectively engage with the system
- maintain visibility of the process for ākonga through updates in ākonga resources, campus materials, and online platforms
- maintain visibility of the process for kaimahi through updates, newsletters and reporting

- use feedback loops (e.g., kaimahi and ākonga surveys) to refine the system

Roles and Responsibilities	
All kaimahi	<ul style="list-style-type: none"> • read and understand the policy, principles, guidelines, and procedures outlined in this policy • implement the policy as business as usual, and in a manner that upholds Te Tiriti o Waitangi commitments
Tutor	<ul style="list-style-type: none"> • may provide information relevant to the complaint or appeal process and/or resolution
Team Leader	<ul style="list-style-type: none"> • may provide information relevant to the complaint or appeal process and/or resolution
Campus Manager	<ul style="list-style-type: none"> • receives non-academic complaints from Complaints and Appeals Officer • manages non-academic complaints and notifies all parties of outcome • may lead or be involved in an appeal including acting as Chair
Faculty Lead	<ul style="list-style-type: none"> • receives academic complaints from Complaints and Appeals Officer • manages academic complaints and notifies all parties of outcome • may lead or be involved in an appeal including acting as Chair • the Faculty Lead for Nursing MUST participate in both complaints and appeals when ākonga is enrolled in Diploma of Enrolled Nursing, as required by the Nursing Council of New Zealand
Complaints & Appeals Officer	<ul style="list-style-type: none"> • receives the initial ākonga complaint or appeal • adds to Complaints and Appeals Register • triages and determines appropriate next steps in line with policy and procedures • assigns complaint to Campus Manager or Faculty Lead to investigate in line with procedures • monitors actions and outcomes • reports monthly on number, nature, location and type of complaints and appeals received • provides monthly trend data
Academic Dean	<ul style="list-style-type: none"> • endorses final outcome of Academic Appeal Inquiry
Executive Ngā Tumu Whakahaere	<ul style="list-style-type: none"> • overall responsibility for understanding and ensuring complaints and appeals are identified, managed, analysed and mitigated
Quality and Risk Team	<ul style="list-style-type: none"> • hold delegation for policy framework development, revision, implementation, and oversight

Definitions

For all definitions please refer to the [Definitions Glossary](#)