YOOBEE COLLEGE OF CREATIVE INNOVATION | NZST New Zealand School of Tourism | Elite School of Beauty & Spa | cut above academy | Healthcare Academy of New Zealand

POLICY & RELATED PROCEDURES TO BE RETIRED AT END OF SEMESTER ONE 2025

Ākonga|Learner Complaints Kaupapa here|Policy			
Policy Type:	*Student*		
Policy Title:	Ākonga|Learner Complaints Policy		
Policy Owner:	Head of Operations		
Version:	2		
Approval Date:	29/11/2023	Next review date:	01/01/2027
Effective from:	01/01/2024		
Other Related Internal Policies and Procedures/Documents			
PROCEDURE Student Complaints	GUIDE: Informal Complaints Formal Complaints Non-academic appeals		
POLICY Student Disciplinary	FORM Appeals Form _Student Appeal.pdf		
GUIDE Academic Appeal	FORM Special consideration		
GUIDE Special Consideration	FORM: Formal complaint reconsideration		
FORM Reconsideration			
Relevant External Rules and Guidelines			
The Tertiary and International Learners Code of Practice Privacy Act 2020 (and all subsequent amendments) Human Rights Act 1993 New Zealand Bill of Rights Act 1990 Disability Action Plan 2019-2023			

Amendments			
Version	Effective from date	Created by	Reason for review/change
2		Quality & Risk	

Scope of the Kaupapa here|Policy

The Student Complaints policy applies to:

- Ākonga concerns and complaints that may include matters relating to:
  - their qualification or programme
  - an enrolment or admission decision
  - actions and behaviour of other ākonga or Yoobee Colleges Ltd (hereafter referred to as Yoobee) kaimahi
  - administration systems, services, or decisions
  - Yoobee's compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

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 have access to a complaints resolution process that is timely, fair, and effective

Mātāpono|Principles of Kaupapa here|Policy Development

Policy development and review is a process driven by the need for:

- The ākonga complaints process to be clearly outlined and available for all ākonga in the Student Handbook provided to ākonga in the first week of their programme, on the ākonga information boards on campus, or in the online ākonga hub area.

Kaupapa here|Policy Statements

Informal Complaints
- Kaimahi must actively alert ākonga to the Student Complaints process when dealing with concerns or informal complaints.
- At any time during the complaints process, the complainant, and any individuals involved, are entitled to access additional support from internal or external services.
- At all times throughout this process, the complainant has the right to involve a support person or to withdraw the complaint. It is the responsibility of the kaimahi involved to advise the ākonga of this right.
- In all cases, the complainant will be kept informed and advised of the process and timeframe on any necessary steps and/or outcome of their complaint.

- Ākonga are encouraged to resolve their concerns either directly with the person involved, or with support from the kaiako|tutor or Team Leader.
- The kaiako or Team Leader will manage the resolution of the concern. If they are unable to resolve the issue, they should refer the matter to the Campus Manager to follow up and resolve the concern.
- If the kaimahi feels they are unable to resolve the complaint or if an informal complaint is not resolved to the satisfaction of the complainant, the complainant may make a formal complaint.

Formal Complaints
- The complainant must submit their formal complaint on the appropriate form to the Campus Manager, following the guidelines set out in the formal complaints procedure.
- Upon receipt of a formal complaint, the Campus Manager must notify the Head of Operations and provide the complainant with written acknowledgement of receipt of their formal complaint, within two working days of the written complaint being received.
- The Campus Manager will assess the complaint and schedule a formal meeting to investigate and assess the complaint with a senior kaimahi in attendance. All parties involved in the complaint will be requested to attend the formal meeting.
- Following the formal meeting, the Campus Manager will provide the ākonga with a letter (which may be sent via email) confirming the discussion, the outcome of the meeting and any agreed action/s. If further investigation is required, the complainant will be kept informed.
- If, following the investigation and the formal meeting, the Campus Manager feels they are unable to resolve the formal complaint, or the complaint is not resolved to the satisfaction of the complainant, the Campus Manager will refer the complaint to the Head of Operations. The Head of Operations, following consideration of the evidence, will determine if the complaint should
  a. be further investigated
  b. proceed to mediation; or
  c. not proceed to investigation
- The Head of Operations may, after considering the complaint and the evidence received and following consultation with the Campus Manager, refuse to investigate certain complaints, if
  a. the matter raised in the complaint is trivial
  b. the complaint is frivolous, vexatious, or not made in good faith
  c. in all circumstances, the continuance of the investigation of the matter raised in the complaint is unnecessary or unjustifiable
- The Head of Operations will respond to the complainant within three working days to discuss a resolution. The complainant will be kept informed if the resolution process necessitates repeating any of the formal complaint procedure.
- If the Head of Operation feels they are unable to resolve the complaint or if the formal complaint is not resolved to the satisfaction of the complainant, the complainant may ask for their complaint to be heard by an Appeals Panel. The process for appeals is clearly laid out in the appeals procedure.

Documentation and reporting
- Comprehensive notes along with copies of any/all communications (email or letters) issued to the ākonga must be recorded in the Learner Management System (LMS) and provided upon request to the Head of Operations.
- The Head of Operations will ensure that all formal complaints are recorded on the Complaints Register. Access to the Register will be restricted to Senior Management.

- Any reports generated from the Complaints Register will maintain the privacy of complainants and any other persons involved in the complaint in accordance with the Privacy Act (2020).
- Yoobee treats complaints as a valuable form of feedback and an opportunity to make changes to processes and procedures where appropriate. Feedback on the complaints process may be sought from the complainant on their experience of the complaints process and will be used to inform continuous quality improvement of the procedures.

Kaupapa here|Policy Implementation

The process of implementation of the policy is:

- communication of the policy and procedure to all kaimahi
- ensure all kaimahi feel competent to follow the policy
- ensure line management kaimahi have received adequate training to embed the policy into their operations
- assess kaimahi ability to follow policy and support them to advance their knowledge as required
- kaupapa here is included in the on-going Process Maturity Assessment cycle

Roles and Responsibilities	
Everyone	- reading and understanding the policy, principles, guidelines, and procedures outlined in this policy - implement the policy as business as usual - implementing policy in a manner that upholds Te Tiriti o Waitangi commitments
Quality and Risk Team	- ensuring that the policy is regularly reviewed to ensure it remains fit for purpose, clear and current - maintaining a system that reflects the policy and associated procedures, sets up (files) and tracks progress of its implementation, identifying and raising any systemic issues and concerns - periodic evaluations and reporting on the quality of outcomes and disseminating outcomes and sharing good practice

For all definitions please refer to the definitions Glossary