

 Telford Rural Polytechnic <i>Te Whare Wanaka O Puerua</i>	Ref No.	6 - 06
	Version No.	6
	Date Issued	23 July 2009
Title	COMPLAINTS	
Responsibility	Director, Finance and Administration	

1. PURPOSE

To assist Telford staff to respond to formal complaints fairly, consistently and punctually.

To provide Students a process to deal with their concerns about any aspect of their overall learning experience.

2. APPLICATION

This policy and procedure applies to all Telford students, staff, visitors, contractors and members of the public who wish to lay a formal complaint about any Telford activity.

This policy does not apply to Telford staff members who wish to make a complaint about another Telford staff member. Such complaints are to be referred to their Line Manager For resolution in accordance with Polices regarding Staff Discipline and Staff Code of Conduct.

3. DEFINITIONS

Nil.

4. STATUTORY OBLIGATIONS

Nil.

5. POLICY

- 5.1 Students are encouraged to raise any concerns with a Telford staff member in the first instance.
- 5.2 Any person who wishes to make a formal complaint must do so in writing to the Personal Assistant to the Chief Executive Officer.
- 5.3 Anonymous complaints will not be responded to via this policy and procedure.
- 5.4 The principles of natural justice, equity or due process will generally require that the complainant's identity be made known to the person or persons named in the complaint (where applicable), and the complainant must appreciate that this may happen at an early stage. In such a case, the complainant will be given notice of the intention of making his or her identity known, and at that time the complainant should be informed of other possible options, for example, Human Rights Commission, OSH, legal remedies etc, should he or she choose not to proceed.
- 5.5 All correspondence and outcomes of complaint investigation will be recorded, with such documents being held by the Personal Assistant to the Chief Executive Officer attached to the initial complaint.
- 5.6 The complainant may have a support person or persons present at any stage of the complaints procedure.

5.7 Complaints will be investigated and responded to by the appropriate member of the management team. Academic matters will be directed to the Academic Director. Non-academic matters will be directed to the Director, Finance and Administration.

6. PROCEDURE

- 6.1 On receipt of a formal complaint, the recipient will record the date received on the actual written complaint and forward to the CEO's PA.
- 6.2 The CEO's PA will log the complaint on the Complaint Register and forward to the relevant Director for investigation.
- 6.3 The Director will consider the nature of the complaint, investigate and respond as appropriate.
- 6.4 Any complaint investigation resulting in the need for disciplinary action will be referred to Policy 4-09 Staff Discipline or Policy 6-04 Student Discipline as applicable.
- 6.5 Complainants will be advised of the outcomes of the complaint investigation in writing. If the complainant remains dissatisfied following the outcome of the initial complaint investigation, he or she may appeal in writing to the Chief Executive Officer.
- 6.6 The Chief Executive Officer will investigate the nature of the appeal and advise the appellant in writing of the outcome. Complainants who are students will be advised of their right of appeal to the Tertiary Ombudsman, should he or she remain dissatisfied with the decision of the Chief Executive.
- 6.7 A Report summarising the nature of complaints received and status of any investigations and/or corrective action will be forwarded to the Academic Board at the end of each term.
- 6.8 The Academic Director will prepare a report summarising the nature of academic complaints and status of any investigations and/or corrective action and forward to the Academic Board annually.
- 6.9 Directors will report all complaints to the Management Team, including the status of investigation/s and/or corrective action on an on-going basis.

7. RECORD MANAGEMENT

Record	Responsibility	Filed	Retention Time
Complaint and associated documentation and register	CEO	PA to CEO	7 years
Complaint Summary Report to Academic Board.	CEO	PA to CEO	7 years

8. ASSOCIATED DOCUMENTS

Reference	Document Title
A6-06A	Complaint Form
A6-06B	Complaint Register

REVISION HISTORY			
Version	Description of Change	Author	Effective Date
1	Major revision.	External Consultant	April 2004
2	Minor corrections.	QMS Team	Nov 2004
3	Triennial review.	QMS Team	June 2006
4	Alignment of the QMS with actual practices at Telford in response to the ITP Quality Audit Report, April 2007. Minor editing to clause 5.2, 5.5, 5.7, 6.1 and 6.3, clause 6.2 deleted. Clause 6.7 and 6.8 added to version 4. Clause 8 added. Complete revision.	QMS Policy Review Committee	March 2008
5	Amended to provide a generic process for managing complaints ie not only for students.	QMS Policy Review Committee	16 May 2008
6	No changes	QMS Policy Review Committee	23 July 2009