

## Academic

Policy:	Complaints and Grievances
Approved By:	Directors
Date of Approval:	23 January 2024
Review Date:	23 January 2026
Policy Owner:	Quality Assurance Manager

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This document provides guidelines for resolution and treatment for complaints or grievances made by students. This document must be read and will be deemed as acknowledged upon the signing and acceptance of your enrolment.

### Policy Statement

Ama Training Group strives to provide quality education and training that is conducted in a safe and healthy environment for both our students and staff. Ama Training Group is always open to improving and doing things better, which this process can also assist with. In the situation where someone or something untoward occurs, this process and guideline document will clearly outline the process to put forward a complaint or grievance.

Once enrolled with Ama Training Group, you become part of the Ama whānau. We want to ensure students are provided with appropriate channels to air grievances, propose changes and negotiate conditions or regulatory matters in a safe and transparent way.

As a Kaupapa Māori organisation we understand and embrace cultural diversity. All our processes are based on a Kaupapa Māori approach, however, where necessary we will adapt to other cultural practices where possible to meet the needs of our students. Ama Training Group has established goals aligned with Te Tiriti o Waitang, that include; recognition and protection of Tino Rangatiratanga, Equity, Active Protection and Partnership. Any complaint or grievance received by Ama Training Group will be handled with these Te Tiriti o Waitangi goals as a foundation, where cultural safety and equity are the key pillars of our approach.

### Purpose

This policy is intended to ensure that Ama Training Group handle complaints or grievances fairly, efficiently and effectively. The objective for Ama Training is to ensure that;

- the complaints procedure is properly and effectively implemented and
- students feel confident that their complaints or grievances are listened to and acted upon promptly, equitably and in a manner that is culturally appropriate for them.

### Scope

This policy applies to any complaint or grievance received by Ama Training Group from a student or a group of students in relation to their wellbeing or safety.

Complaints and grievances can and will vary in their nature and scope. The following steps are an outline guide of how each type or level of complaint or grievance will be handled within Ama Training Group. This is in no way a comprehensive list of scenarios or situations, it is simply a general guide to assist both students and staff.

Level 1 – Student or group of students want to suggest an alternative or different approach to how a part of a lesson or how a topic/subject is delivered or taught.

Student or group representative/s should approach Tutor/Instructor at a time and in a manner that is appropriate and respectful. Some students are not confident enough to approach staff as an individual. Students are more than welcome to take a support person with them, whether that be a fellow student or an independent support person.

Student or group will raise their point with Tutor/Instructor

Suggestion/complaint/grievance addressed, and mutual agreement made. This will be confirmed by the Tutor/Instructor by email. Student or group will either confirm agreement details or reply with amendments, to the best of their understanding. The email should only contain information discussed, what was agreed and where to next.

Level 2 - Student or group feels unsafe either through workplace practices or equipment or by the behaviour of staff, other students or anyone else.

Where a student or group recognises faulty equipment, or tools and it becomes a health and safety concern this needs to be raised immediately with the tutor or site supervisor.

Where faulty plant, equipment or health and safety practices are observed that puts the health and safety of students and/or staff at risk all activity needs to be stopped immediately until the issue/s are addressed and fully resolved/remedied to a 100% safe standard.

Level 3 - Personal grievance or complaint where a student or group feels unsafe due to the conduct or behaviour of a fellow student or a member of the Ama Training Group staff.

These types of situations are very sensitive and highly personal. Should this sort of situation ever occur, students can access the Quality Assurance Administrator who can provide confidential support and guidance. Additionally, arrangements for appropriate external independent support can be arranged with support from the Quality Assurance Administrator.

### **Complain to Instructor:**

1. Speak directly to the trainer/facilitator involved

Problem not resolved \_\_\_\_\_ Problem resolved – complaint ends  
Student to contact  
QAD

2. QAD has a hui with student and trainer/facilitator to discuss issues and complaint

Problem not resolved \_\_\_\_\_ Problem resolved – complaint ends  
QAD writes a written  
Impression to the BOD

### **Complaints over assessments:**

1. Speak directly to the trainer/facilitator involved

Problem not resolved \_\_\_\_\_ Problem resolved – complaint ends  
Student to contact  
QAD

2. QAD convene a moderation panel to review assessment

### **Formal Grievance:**

1. QAM or MD will oversee all formal grievances.
2. Formal Grievance filed to QAM in writing
3. QAM or MD establishes channel for consideration of grievance
4. Formal appointments will be made with appropriate channels
5. Channel personnel hui to resolve concerns and present possible agreements
6. Written reports compiled by each channel with possible resolution
7. Once an agreement has been reached each party will sign the reports
8. Agreement is forwarded to the BOD
9. Unresolve complaints forward to NZQA

### **Disciplinary Process and Procedures**

At all times of the Disciplinary Process student will have the rights outline in the Policy: Rights of Students in Disciplinary Procedure (PG 53 of QMS)

1. QAM or MD investigates the disciplinary matter with a variety of parties

2. For a less formal case the QAM or MD will become the Administrative Hearing office
3. AHO will determine the responsibility of the accused and the sanction
4. For a formal case, Ama Training Group Conduct Board is appointed to determine the responsibility of the accused and the sanction
5. If there is no resolution the Ama Training Group Appeals Board is appointed to determine the responsibility of the accused and the sanction

## **Appeals**

An appeal is filed in writing to the QAM within twenty-one calendar days of the Students receipt of the decision.

- Appeal must outline the grounds for appeal, and be one of the three grounds of appeal outlined in the Appeals policy in the QMS

QAM and Managing Director review record of hearing, letter of review and any new evidence and review and determine the responsibility of the accused and the sanction.

In most instances a student who is involved in alleged misconduct goes through the full disciplinary process before Ama Training Group takes any action. However, in situations where there is cause to believe that Students poses an imminent threat to himself or herself, to others, or to property, or is incapable of continuing as a student for medical/psychological reasons, interim actions may be taken immediately without prior notice or hearing. If interim action is required and taken, students are entitled to an appeal.

## Student Grievance / Complaint Form

Student Information	
Name:	Date
Contact details:	
Grievance / Complaint Detail	
Date of incident:	Grievance / Complaint directed to:
Please provide information in relation to the incident/situation of your complaint/grievance:	
What action was taken at the time of incident/situation?:	
Do you have any suggestions or recommendation on how to address or progress this situation?	
Do you have any other thoughts or comments you would like to make in relation to this situation?	
Office Use Only	
Date Grievance / Complaint form received:	Receipt of form acknowledged by:

Note - If at any time you require support from a non-academic member of staff, please contact [student.support@amatraining.co.nz](mailto:student.support@amatraining.co.nz).

I declare that the information in this complaint form is a true and accurate description of the situation.

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Name of person completing this form

Signature