

Academic

Policy:	Complaints and Grievances
Approved By:	Board of Directors
Date of Approval:	09 February 2022
Review Date:	09 February 2024
Policy Owner:	Quality Assurance Manager

Purpose

As members of Ama Training Group whanau, students are provided with appropriate channels to air grievances, propose changes and negotiate conditions or regulatory matters, Ama TrainingGroup, or the Company.

Difficulties are often the result of a simple breakdown in communications and a primary goal of this policy is to facilitate constructive communication and resolution of difficulties.

As ultimate responsibility for resolution of complaints and/or grievances resides with the Managing Director may intervene in these procedures at any stage to offer a resolution.

Procedure

Students (full time, part time, graduated) are expressly required to follow any enquiries, grievances, complaints or appeal through the designated channels.

If, at any stage of these procedures, the designated authority is the subject of the complaint or grievance, the Managing Director or the Board of Directors may replace that individual.

Compliance

Approved policies and procedures are intended at all times to comply and conform with current Ministry of Education, TEC, NZQA and other external agency requirements and procedures.

Complaint 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