

Academic

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

The Quality Assurance Manager has a key role in overseeing all formal grievances. In the event that he/she is the subject of a formal grievance, the Managing Director will oversee the conduct of that particular formal grievance. Problems not resolved by the preceding Director may result in the submission of a Formal Grievance.

Formal Grievances should be filed with the Quality Assurance Manager in writing, detailing the key points and/or areas for discussion. Upon review of the grievance, the Director will, in consultation with students and appropriate senior staff, establish an appropriate channel for consideration of the grievance.

Depending upon the nature of the grievance these channels of consideration may involve individuals or the convening of committees from within or outside of Ama Training Group. A grievance should be presented no more than days from the date of occurrence, incident or event (or four weeks in the case of posting of assessment results). Formal appointment with the first of the contact people in the designated channel should be made between seven and fourteen days after the lodging of the complaint.

Each channel personnel may organise and arrange as may be appropriate such meetings as are deemed necessary to resolve concerns and present possible agreements. A written report should be compiled by each successive channel representative and passed to the next with comments or possible resolutions-signed by students and the person responsible.

If at any stage of a grievance/complaint an agreement is proposed, that agreement will be forwarded to the Board of Directors for consideration and approval. Complaints not resolved within Ama Training Group may be forwarded to the New Zealand Qualifications Authority.

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

