

Service Skills Centre

Student Complaints and Appeals Policy

Introduction: This policy outlines the principles and procedures for providing effective processing of any “complaints” and “appeals of an assessment decision” from students.

It aims to:

- Enhance student learning and achievement.
- Improve the quality of teaching and assessment.
- Foster a positive and engaging learning environment.
- Ensure compliance with relevant regulations and accreditation requirements.

Principles of dealing with Complaints and Appeals:

- Timely: Complaints and Appeals will be actioned in a timely manner.
- Constructive: complaints and appeals are dealt with in a way that maintains a focus on specific actions and areas for improvement, offering suggestions for action.
- Actionable: the complaint / appeal is sort to be clear, specific, and focused on what can / should be done differently.
- Respectful: All communication is delivered in a way that is respectful and supportive of the student, regardless of the nature of the complaint or student behaviour.
- Confidentiality: Complaints should be treated confidentially, except where the student has asked for other parties to be involved.
- Continuous improvement from seeking feedback: when a complaint or appeal has been actioned and resolved a suitable way to collect feedback will be established so that we can determine if we can improve upon our actions in any way.

Providing information /support to students on their right to lodge a complaint or an Appeal of an assessment decision.

- Information will be provided in the student handbook re-processes for Appeals and Complaints.
- Staff will openly direct students to this process.
- Staff will offer their support in undertaking this process.
- Staff will offer another staff member to support, should they feel they have a conflict of interests.
- Staff will encourage the involvement of a parent / guardian or support person in all parts of the process.
- Staff will be aware of and direct to the following resources to assist:
 1. <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>
 2. <https://www.enz.govt.nz/assets/Education-Pastoral-Care-of-Tertiary-and-International-Learners-Code-of-Practice-2021.pdf>
 3. <https://www.education.govt.nz/>

Current Student Handbook information

APPEALS AGAINST ASSESSMENT DECISIONS: As a student you have the right to appeal the decision of your assessor. Where any assessment decision is the subject of appeal by the student or the student's representative, the issue should initially be discussed by the student with the assessor concerned. If the discussion does not resolve the concern, the first appeal may be made to the company manager (Burnadette Payne). If after hearing the evidence, the issue is not resolved, the dispute may be referred to the Industry Advisory Group for advice.

Without prejudice to any further appeals, which the student may wish to lodge, the Industry Advisory Group would attempt to advise on the best approach to resolving the dispute. At any stage the following approaches may be recommended and processed as the basis for agreement between Service Skills Centre and the student.

- The assessment outcome stands
- A repeat assessment is required
- The repeat assessment may be undertaken by the same assessor
- The repeat assessment may be supervised by the company manager or a member of the Industry Advisory Group.

Ultimately, if no resolution is possible within the private training establishments resources, the matter may be referred by the student to NZQA for a final decision or advice.

Service Skills Centre takes any complaint against the organisation seriously and will address warranted issues with haste. **Do not be afraid to raise an issue with us**, either through a tutor or through contacting and making an appointment with the Business Manager (Burnadette). You will be welcome to bring a support person.

While complaints are requested to be written, dated and signed by the complainant, a member of the team can assist you to do this, should you not be confident. The complaint should be addressed initially to the staff member associated with any complaint or the Business Manager. If the complaint is not resolved with the staff member then it should be taken immediately to the Business Manager.

Additionally there is the option to take your complaint to:

- <https://www.studycomplaints.org.nz/> is an organisation that supports students and providers to reach agreements through providing mediation services and a decision should that not be able to be reached between the parties
- **NZQA** :make a formal complaint or receive advice about your options; to do this complete the online form at <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/complaint-enquiry-form/> or phone 0800 697 296 and discuss your wish to make a complaint.

Depending on the nature of your concerns you could contact a different agency such as:

- **Tertiary Education Commission on 0800 601 301** , any concerns re travel support.
- **Human Rights Commission on 0800496877** for discrimination concerns.
- **Worksafe New Zealand on 0800 030 040** for anything in regards to safety.
- **Privacy Commissioner** at <http://privacy.org.nz/your-rights/making-a-complaint/> for concerns about how information about you has been stored or used.