



COMPLAINTS POLICY

RESPONSIBILITY FOR POLICY: General Manager Business Services

APPROVING AUTHORITY: Executive Director

LAST REVIEWED: July 2024

NEXT REVIEW DATE: July 2027

OVERVIEW

This Complaints Policy sits beside and is complementary to Te Pūkenga's Akonga Concerns and Complaints Policy.

This Policy applies to any complaints from customers or providers, or the public, in relation to any activity conducted by Primary ITO.

This Policy **does not** apply to any disputes between contracting parties, as there are mechanisms within contractual documents for dealing with disputes.

PURPOSE

The purpose of this Policy is to provide information on who is responsible for complaints falling under this Policy, the process for dealing with complaints and the appeal process.

POLICY

All complaints received under this Policy will be resolved in a fair, simple and efficient manner. Primary ITO will make every effort to resolve a complaint, with the parties involved, before it becomes a formal written complaint. Where it becomes a formal written complaint, the following process applies.

COMPLAINTS PROCESS

- a) The complainant makes their written complaint:
 - Via email at info@primaryito.ac.nz (please include the word complaint in the title of the email)
 - Or in writing to The Complaints Officer, PO Box 10-383, Wellington 6140
- b) The Complaints Officer will acknowledge receipt of the complaint within five working days of receiving it.
- c) The Complaints Officer will identify the relevant procedures, assess the complaint for legal or other implications, and initiate an investigation in accordance with the principles of natural justice. Where the complaint is judged to be of a criminal nature, the police will be notified.
- d) The Complaints Officer will determine the outcome of the complaint and report the outcome to



all parties in writing within 30 days of receipt of the complaint. The communication will also include the complainants' rights of appeal if they are not satisfied with the outcome following the process conducted by the Complaints Officer.

APPEAL PROCESS

If the complainant is dissatisfied with the outcome of the complaint, the complainant may appeal in writing to:

- the Executive Director, Primary ITO at PO Box 10-383, Wellington 6140
- the Complaints Officer either via email at info@primaryito.ac.nz or in writing to The Complaints Officer, PO Box 10-383, Wellington 6140.

Any appeal should be in writing, made within 10 working days of having received the Complaints Officer's decision and should contain a clear outline of why the decision is being appealed, include any supporting documentation, and copies of any correspondence the complainant would like reviewed.

The Executive Director will determine the appeal and make a final decision on behalf of Primary ITO. If the complainant is dissatisfied with the decision of the Executive Director, the complainant will need to lodge an appeal with the Chief Executive of Te Pūkenga and be governed by Te Pūkenga's processes.

DEFINITIONS

Natural justice – the three main requirements of natural justice that must be met in every case are: adequate notice, no bias and fair hearing.

A process conducted without bias includes three key rules:

- In an investigation, the subject of the complaint must be advised of the allegation/s in as much detail as possible, given time to prepare and present their side of the story including evidence and must be given the opportunity to reply to the allegation/s.
- Investigators and decision makers must be impartial and act without bias in procedures connected with the making of a decision. Decisions must be based on a balanced and considered assessment of the information and evidence.
- Decisions must be based on logical proof or evidence. Investigator or decision makers should be able to clearly point to the evidence on which the decision is based. Evidence presented by one party must be disclosed to the other party, who may then subject it to scrutiny.

RELATED POLICIES

The following Policies are to be read in conjunction with this Policy:

- Te Pūkenga Akonga Concerns and Complaints Policy
- Te Pūkenga Delegations Policy



Andrea Leslie
Executive Director

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General Manager Business Services