

Ākonga | Learner Concerns & Complaints Policy V 1.01 (Excerpts)

Protections	<p>The CNZE support team has an obligation to protect those impacted by a concern or complaint. This includes:</p> <ol style="list-style-type: none"> a. the person raising a concern or complaint, b. the academic delivery team - kaiako tutor and/or assessor, c. the CNZE support team, d. the reputation of Coastguard NZ and its education unit. <p>There are statutory protections provided for in legislation and education codes, and these are listed at the end of this policy within the 'Regulatory, Legislation & Guideline Links Relating to this Policy' section.</p> <p>CNZE will provide a safe, inclusive, and equitable process for all parties, recognising the power relationship between a ākonga learners and CNZE support team kaimahi staff.</p>
Raising a concern or complaint	<p>Ākonga learners are encouraged to provide feedback on their experiences and expectations during their learning journey.</p> <p>Any concerns or complaints ākonga learners raise will be taken seriously. These may be in relation to:</p> <ul style="list-style-type: none"> ▶ Health & safety; ▶ Principles of Te Tiriti not being honoured; ▶ Delivery of a course or programme; ▶ The process of assessment in a course; ▶ Rauemi ako learning resources provided meet the requirements of the course; ▶ Course or programme advice and support; ▶ Educational administration. <p>In the first instance, an ākonga learner should raise their concern with the party they have an issue with, unless they do not feel safe to do so or it would be inappropriate in the circumstances.</p> <p>If no resolution is possible, or the ākonga learner is not satisfied with the proposed resolution, a formal complaint must be escalated to the next level of seniority, which must be outlined within Moodle.</p>
Acknowledging a formal complaint	<p>The formal complaint can be raised by the ākonga learner to the appropriate member of the CNZE support team, or through the kaiako tutor or assessor. CNZE must acknowledge a formal complaint, and provide details of:</p> <ul style="list-style-type: none"> ▶ how it will be investigated fairly, ▶ the support available, and ▶ planned feedback during the investigation.
Investigating a Formal Complaint	<p>The Education Manager must assess the validity of any formal complaint received. If the complaint is deemed valid, an investigation is required. The Education Manager is to establish who will lead the investigation, who will provide support to the affected parties, and who will make any necessary decision for resolution. This must be communicated to all parties directly involved.</p> <p>CNZE will apply the following Natural Justice principles:</p> <ul style="list-style-type: none"> ▶ act in good faith

- ▶ affected parties will be notified of the concern or complaint as soon as practicable.
- ▶ an opportunity to respond to the concern or complaint must be given to all parties directly involved.
- ▶ a fair and equitable process for resolution must be undertaken.
- ▶ harassment, bullying, discrimination, or racism will not be tolerated.

Considerations during the investigation:

- ▶ the seriousness of the concern,
- ▶ the availability of relevant information,
- ▶ any bias or discrimination between the parties,
- ▶ any delays in bringing the concern or complaint to the attention of CNZE support team.

Providing Support

CNZE must take all reasonable steps to ensure that neither the ākonga | learners nor CNZE kaimahi | staff are victimised in the process of resolving concerns or complaints.

The CNZE support team must inform the ākonga | learner of the support available to them throughout the process of a formal complaint investigation and resolution.

Information on the concerns and complaints process must be available in the Learner Handbook and on Moodle.

Resolution of a formal complaint

Decision making must be impartial. The Education Manager will consider the determination from the investigation into the complaint, and proposed resolution, the complainant's response (if any), and any responses from relevant kaimahi | staff, and decide on the complaint and its resolution. The outcome of the investigation and resolution must be documented. Any serious concern or complaint must be reviewed by the Academic Committee to ensure all reasonable steps for resolution have been undertaken and an action plan developed where issues from the investigation findings need to be addressed.

Right of Review

A complainant who receives a decision and resolution from Education Manager may request a review of that decision by the Head of Education & Community Engagement only on the grounds that:

- a) there was a failure of the CNZE process; and/or
- b) the Education Manager decision was manifestly at odds with the evidence.

The Head of Education & Community Engagements decision on a review request is final.

If you are not satisfied by the outcome of our complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority's website provides useful information about the avenues available to you.

[Other organisations that may be able to help you - NZQA](#)

Further assistance with completing the form can be provided by the NZQA [contact centre](#)

