



Ringa Atawhai Maturanga

COMPLAINT'S PROCESS

Most learners at Ringa Atawhai Maturanga have a great experience throughout their studies, however sometimes issues can arise. If they do, you have a right to speak up. Raising issues early gives us the best chance of working them out together.

Step One

In the first instance seek help or support from friends, another student or someone else you trust so that you can clearly define the issue and seek ways to resolve it. Clearly defining the problem means to be specific when describing the issue, including the date/s that the problem occurred, and what was said or done that gave rise to the problem. A Complaints Form is available to assist with this.

Step Two

Once the problem is clearly defined, and before any formal written complaint is made, try and resolve the matter directly with the person involved. If the complaint is against your kaiako or another staff member and you do not feel comfortable discussing the matter with them, discuss your complaint with the Academic Manager. If agreement is reached at this point, the complaint is considered resolved and the process will be completed.

Step Three

If the complaint is unable to be resolved at this stage or you are not satisfied with the outcome, the student may either raise the matter with the CEO who will work with them to find a resolution. The CEO must respond, verbally and in writing, to serious matters within 24 hours or within 7 days in all other cases. If agreement is reached at this point, the complaint is considered resolved and the process will be completed.

Step Four

Failing a satisfactory resolution, you or your support person(s)) should make a formal complaint by accessing the NZQA's webform at [Concerns about education providers - NZQA](#) or if the complaint is contractual or financial, your complaint may be resolved under the Education (Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme) (DRS) 2023. You can contact the DRS directly at:

[Helping domestic tertiary learners and international students resolve disputes with their education provider | Study Complaints](#)



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COMPLAINT FORM

Form 3/T1

Name of complainant: _____

Address: _____

Mobile: _____

Email: _____

Describe the nature of your complaint: (You may do this verbally if you like)

Date of complaint: _____

Give details of those involved in your complaint:

Name: _____

Position: _____

Describe what happened:

Complainant's signature: _____ Date: _____

By signing you declare all information given is accurate and truthful.

Hand this, in confidence to the Operations Manager. The CEO will respond to this complaint within 24 hours if the complaint is serious and within 7 days in all other cases.

If you are not satisfied with the outcome of your complaint or our processes you may raise your concerns externally through the NZQA's portal at [Concerns about education providers - NZQA](#).