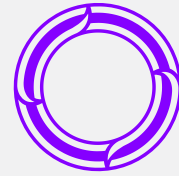


COMPLAINTS AND APPEALS FORM



TE
MAHI
AKO

We recognise that things don't always go to plan with study and that life can sometimes be complicated. Te Mahi Ako is committed to helping ākonga | learners succeed with their study. We are also dedicated to working with employers and assessors to create safe and respectful learning environment.

You can access our confidential reporting mechanism by using this form. Please note, you are entitled to a support person throughout this process. If you have trouble filling out the form you can contact the Te Mahi Ako general manager of engagement on 0508 475 455.

Alternatively, you can email learnerservices@temahiako.org.nz and one of our team will get in touch with you.

A general manager will acknowledge the receipt of the complaint or appeal within 7 days of receipt.

Complaints:

Te Mahi Ako reserves the right not to act on:

- anonymous complaints based on hearsay
- complaints which do not include sufficient information or valid evidence
- complaints raised more than 90 calendar days after the alleged incident/problem.

The rights of both the complainant and the respondent are protected by confidentiality with specific complaint information and details treated on a 'need to know' basis.

Appeals:

Ākonga may appeal against:

- assessment results
- assessment process(es)
- decisions regarding recognition of knowledge and skills
- decisions regarding impaired performance or aegrotat processes.

Under the policy, ākonga may not appeal on academic progression restriction(s) applied as part of a disciplinary process.

An assessor or senior assessor mentor may appeal against moderation and/or non-compliance decisions.

More information on the criteria for ākonga appeals or complaints is available in the Te Mahi Ako Ākonga Handbook and Policy Manual.

What is your feedback relating to?

Complaint

Appeal

Name

Phone

Email

Connection to Te Mahi Ako

Friend

Family member

Member of public

Colleague

Best time to contact you

Your complaint or appeal

Please describe your complaint or appeal with as much detail as possible, e.g. event, incident, problem or issue and how this has impacted you and/or other people/students. Please include any witnesses or evidence that you have.

When did this happen?

Is there more than one complainant?

If relevant, please list all name(s) party to this complaint.

Once your form is completed, please send it to learnerservices@temahiako.org.nz

The following Te Mahi Ako policies may be relevant to your complaint. You can find these policies in our Policy Manual, on the [Forms page](#) on our website:

- Kaupapahere Ara Ako Ōrite | Equal Education Opportunities Policy
- Kaupapahere Aromatawai | Assessment Policy
- Kaupapahere Tinihanga | Cheating Policy
- Kaupapahere Hātepe Pīra ā-Kura | Academic Appeal Process Policy
- Kaupapahere Tūtohunga Ākonga | Learner Charter Policy
- Kaupapahere Tūtohunga Kaimahi | Staff Charter Policy
- Kaupapahere Whanonga ā-Tauria | Ākonga Misconduct and Discipline Policy
- Kaupapahere Tohu Mātauranga, Pūkenga | Recognition of Knowledge and Skills Policy
- Kaupapahere Amuamu / Nawe a ngā Ākonga | Ākonga Complaints / Grievances Policy

If you are not satisfied with the outcome of your complaint, domestic and non-domestic learners can escalate the matter to the following authorities.

If your concern relates to:

- a. Support services, pastoral care, quality of your programme or the management of Te Mahi Ako, contact [NZQA](#)
- b. A financial or contractual issue, contact [Study Complaints](#)

If you are uncertain which dispute resolution scheme applies to you, you can email risk@nzqa for help.