NATIONAL TRADE ACADEMY - COMPLAINTS PROCESS

A concern may be general in nature

OR involve a particular student or staff member



Make contact with the staff member concerned to arrange a time to discuss the matter privately, indicating beforehand what it is about. If the concern is about a student, contact the student's tutor or Student Support and Learning. The matter should be raised within 21 days of the incident for timely resolution.



Meet and discuss the matter. Try to work towards resolution and be prepared to listen to different points of view.



Provide feedback to the staff member as to whether you are satisfied with the outcome or if you feel the matter is not resolved. Further meetings or senior management involvement may be needed.



Is the matter resolved?

NO



Your concern has not been resolved by meeting
with the person concerned
OR does not involve a particular person or staff
member
OR you do not wish to approach the person
concerned



Make contact with the Academy Manager to arrange a time to discuss the matter.

Indicate what the concern is about and what steps that have already been taken to remedy it.

Advise if you wish to have a support person present.



Meet with the Academy Manager (or delegate) to discuss your concern.

Be prepared to listen to different points of view.



The Academy Manager may involve other people in order to assist with the resolution



Is the issue resolved?



Your concern has not been resolved by the previous steps

OR your concern is more serious



You can make a formal complaint. This should be submitted within 21 days of the outcome of the concern stage, or from the incident itself.



Put the complaint in writing, outlining the problem in detail, and the actions taken to resolve the issue to date.

Include your name, signature and contact details.

Send to the Academy Manager (or the Managing
Director if the complaint involves the Academy
Manager).

Your complaint will be acknowledged along with an expected timeframe for resolution.



NTA Management will investigate the complaint



You will be notified of the outcome of the investigation in writing



Is the issue resolved?

YES



NO

No further action required

Unless there are exceptional circumstances, a complaint will not be accepted unless it is in writing and the correct process has been followed. You may be directed back to an earlier step to follow the process.

If you are unsatisfied with the outcome of the complaint, you may submit an appeal to the Managing Director. Learners who are dissatisfied with the service provided by an education provider should first work through the providers complaints process before contacting an external appeals body. External appeals can be submitted to either NZQA: www2.nzqa.govt.nz/about-us/contact-us/complaint/ OR Study Complaints (for financial/contractual matters); www.studycomplaints.org.nz

NO