

# Complaints Policy

**Purpose-** From time-to-time complaints may be received from business customers, schools, students or others in the community regarding procedures, behaviour or specific occurrences at Safety 'n Action.

The following policy is designed to ensure that any complaints received are dealt with in a fair and procedurally appropriate manner, while endeavouring to ensure that matters are resolved to all parties' satisfaction, with a clear understanding in place for any future action.

**Responsibilities-** All staff are responsible for knowing the complaints process and complaints register is kept. The Senior Leadership Team are responsible for this policy area and the relevant Senior Leader takes ownership of satisfactory resolutions.

- Any staff member who receives a student complaint that they are unable to resolve themselves should direct the complainant to the National Training Director.
- The National Training Director may require the complaint to be presented in writing.
- The National Training Director may initially direct the complainant to the person who is the object of the complaint or to a person who supervises that person.
- The National Training Director may choose to deal directly with the complaint.
- Any person making a complaint is welcome to use the service provided by the Tertiary Education Dispute Resolution Team at <https://tedr.org.nz>
- If the complainant has been directed to a staff member or supervisor but believes after this that the complaint has not been resolved then the complainant will be referred to the leader of the relevant department being customer service, product or sales.
- If still unresolved, the complainant will be advised to send a written letter of concern/complaint to the Senior Leadership Team, via the CEO.
- The Senior Leadership Team will convene a meeting to consider the course of action, seeking advice as prudent.
- If the initial complaint is about a person in the Senior Leadership Team the complainant will be advised to send the written letter of concern/complaint directly to the CEO.
- The complainant will be informed in writing of the process and outcome.
- The Senior Leadership Team will report to the CEO any complaints that have been addressed and the progress made with them.
- Any person who makes a complaint is entitled to bring a support person to any meeting they attend when discussing the complaint.

- If a serious complaint is made regarding a staff member the CEO has the power to suspend the employee or place on different duties whilst an investigation is held.
- If the complainant is not happy with the outcome they may choose to contact the New Zealand Qualifications Office either by email:risk@nzqa.govt.nz or by phone:0800 697 296.
- These procedures will be available on the company website.
- The Senior Leadership Team sight the total complaints register monthly.