



Version 2: Current

Complaints Policy

(Academic Policy: 16 **Version 2**)

Reviewed: Triennially ▾	Responsible: Governing Body ▾	Staff Delegate: Academic Director ▾
Created on: April 2021	Reviewed - no change required ▾ 18 Nov 2025	Next Review: 2028

1. Policy Purpose

To ensure On Demand complies with the Education and Training Act (2020) and NZQA requirements; providing a fair, transparent and robust platform for students and the public to raise a concern, dispute or complaint about On Demand programmes, courses, staff, other students, administrative systems or services.

2. Scope

A problem or complaint may be raised by a student, visitor, contractor or member of the public and apply to specified training programmes, courses, staff, fellow students, administrative systems or services.

This policy does not cover student or staff disciplinary actions, academic appeals, employment relations issues (i.e. personal grievances).

This policy will be referenced in all information to students including On Demand's Student Handbook.

3. Policy Statement

On Demand will investigate all issues raised and endeavour to resolve the issue in a timely manner and the most appropriate procedure.

In the first instance, On Demand recommends complainants convey their concerns to those person/s directly involved or responsible for/managing the specific training programme or service.

All parties, at all times, will be corresponded with in a professional and respectful manner, and confidentiality maintained.

Governing Guidelines of Policy

- Specifications of the Privacy Act apply.
- Complaints, procedures and information gathered are held in the strictest confidence.
- All parties concerned have the right to fair treatment.



- All logged concerns, problems or complaints are responded to and managed in a timely fashion.
- Support is allowed, throughout investigations and proceedings, for both the complainant and respondent.
- Mediation is the preferred method, in the first instance and where possible, to come to an appropriate and agreed resolution between the complainant and respondent.
- Withdrawal of the complaint may be done at any stage of the process.

On Demand reserves the right to:

- proceed with an investigation/resolve a problem even if the complainant withdraws their complaint.
- not take action if the complaints are anonymous, based on hearsay, insufficient information or they have not received a response from the complainant within 20 working days.
- not take action if the issues are raised more than 90 calendar days after the alleged event/problem occurred.
- Where no resolution has been meet/agreed to using the Complaints Procedure, the complainant may appeal to a relevant external authority such as:
 - The Tertiary Education Commission
 - Relevant Industry Training Organisations
 - NZQA <https://www.nzqa.govt.nz/about-us/make-a-complaint/>
 - New Zealand Police

4. Delegations/Responsibilities

- **Governing Body members:**
 - to ensure the purpose and effectiveness of this policy is reviewed, updated and upheld.
 - execute investigations and act as complaint panel, pursuant to a complaint or problem raised, abiding by this policy's principles.
- **Managing Director:**
 - responsible for the ultimate decision in relation to the complaint and hearing any appeals.
- **Academic Director:**
 - to monitor, record, support and report on the achievement of the purpose, principles and effectiveness of this policy.
 - monitor, control, review and propose amended provisions outlined in this policy, as the needs of the complaint and resolution pathway require.
- **Tutors and other On Demand staff:**
 - contribute transparently to any investigations and comply with the principles outlined in this policy.
 - contribute to policy review and reporting where necessary.

5. Definitions/Glossary

- **Complainant:** Person, group or company laying the complaint/problem/concern.
- **Respondent:** Person, group or company about whom the complaint is made or who has direct responsibility/management of the training programme or service.
- **Support Person:** Person/s accompanying the complainant or respondent, throughout the process, for support.
- **Advocate:** Person/s appointed to speak or act on behalf of the complainant or respondent.

6. Relevant Legislation and Regulations

- Education and Training Act (2020)
- Privacy Act (2020)
- Human Rights Act (1993)
- NZ Bill of Rights (2000)

7. Related Policies/Documents/Related Forms

Including but not limited to:

-  4. QA02.2 Self-Assessment Policy
-  1. QA01 Quality Management System Policy
-  29. A08 Information Records and Document Management Policy
-  38. A15 Academic Appeals Policy
-  40. A16.1 Complaints Procedure
-  42. A17 Student and Staff Visitors Behaviour Expectation Policy

Version 1



Complaints Policy

(Academic Policy: 16)

1. Policy Purpose

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2. Scope

A problem or complaint may be raised by a student, visitor, contractor or member of the public and apply to specified training programmes, courses, staff, fellow students, administrative systems or services.

This policy does not cover student or staff disciplinary actions, academic appeals, employment relations issues (i.e. personal grievances).

This policy will be referenced in all information to students including On Demand Training's Student Handbooks.

3. Policy Statement

On Demand Training will investigate all issues raised and endeavour to resolve the issue in a timely manner and the most appropriate procedure.

In the first instance, On Demand Training recommends complainants convey their concerns to those person/s directly involved or responsible for/managing the specific training programme or service

All parties, at all times, will be corresponded with in a professional and respectful manner, and confidentiality maintained.

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Academic Director:

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- monitor, control, review and propose amended provisions outlined in this policy, as the needs of the complaint and resolution pathway require.

Tutors and other On Demand Training staff:

- contribute transparently to any investigations and comply with the principles outlined in this policy.
- contribute to policy review and reporting where necessary.

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Complainant: Person, group or company laying the complaint/problem/concern.

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7. Related Policies/Documents/Related Forms

Including but not limited to:

- Self-Assessment Policy
- Quality Assurance Policy
- Information Management Policy
- Academic Appeals Policy
- Complaints Procedure
- Behaviour Expectations for Students, Staff and Visitors Policy