

Tauria Complaints

Uepū	Kahutaupua
Policy Owner	Tumukahutaupua
Policy Holder	Manager - National Tauria Services
Approved by	Te Mana Whakahaere
Date Established	August 2008
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1.0 Te Pūtake

Te Wānanga o Aotearoa provides a supportive environment for tauria and responds to tauria complaints in a respectful, fair and timely manner.

2.0 Ngā Ture Whakapai

Health and Safety in Employment Act 1992
Human Rights Act 2000
Privacy Act 1993

3.0 Tikanga Whakahaere

Ngā Uarā	Policy
<p>Te Aroha Having regard for one another and those for whom we are responsible and to whom we are accountable</p> <p><i>Policy statements related to the allocation of responsibilities or accountabilities.</i></p>	<p>3.1 Te Wānanga o Aotearoa (TWOA) will provide clear pathways for tauria to provide feedback, express their concerns, voice their complaints and have their grievances resolved.</p> <p>3.2 TWOA supports any tauria to express a complaint through the appropriate pathway. Concerns that relate to educational matters are considered through Educational Review and Appeals Process.</p> <p>3.3 TWOA reserves the right to find alternative more timely pathways outside the formal Complaints process to resolve complaints of a customer service nature that do not require substantive investigation.</p> <p>3.4 TWOA is committed to ensuring that tauria, (including complainants) and or kaimahi are treated in a fair, respectful and safe manner. This may include putting appropriate safeguards in place to ensure the well-being of the parties involved, while the complaint is being investigated and resolved, particularly where the complaint is contentious.</p> <p>3.5 TWOA undertakes to investigate and resolve complaints in a timely and effective manner, with complaints to be resolved no later than 20 working days from the date of the complaint being received. If the complaint cannot be resolved</p>

	<p>within 20 working days, the timeframe can be extended by up to 20 working days.</p> <p>3.6 Complaint communications will also be timely with responses or outcomes being provided no later than five working days from receipt or a decision being made, including for extensions.</p>
<p>Te Whakapono The basis of our beliefs and the confidence that what we are doing is right</p> <p><i>Policy statements related to stakeholder participation or reporting.</i></p>	<p>3.7 Whānau support is encouraged and complainants may bring whanau to any meetings that occur within the investigation of their complaint. However, TWoA will not investigate complaints raised by a third party or a parent on behalf of a complainant.</p> <p>3.8 If requested by the complainant TWoA will endeavour to provide her or him with alternative learning arrangements while the complaint is investigated. These arrangements must be acceptable to both TWoA and the complainant.</p>
<p>Ngā Ture The knowledge that our actions are morally and ethically right and that we are acting in an honourable manner</p> <p><i>Policy statements related to compliance or process / system integrity</i></p>	<p>3.9 Complaints from taura will be promptly and properly investigated and decisions are based on sound evidence.</p> <p>3.10 All information submitted in relation to complaints will be treated confidentially by the parties to the complaint as well as by all others participating in the investigation and resolution of the complaint.</p> <p>3.11 TWoA will provide for a central, institute-wide system to monitor complaints and the actions taken by TWoA to resolve them.</p> <p>3.12 TWoA believes it is important that taura raise complaints, and will always look to investigate and respond, however TWoA reserves the right to decline complaints about issues or incidents that occurred more than one calendar year prior to submission of the complaint.</p>
<p>Kotahitanga Unity amongst iwi and other ethnicities, standing as one</p> <p><i>Policy statements related to cohesion, uniformity, integration or transparency</i></p>	<p>3.13 Complaints must be made in writing using the Taura Complaint Form, with evidence as appropriate. Taura Services will support taura to correctly engage with the complaints process.</p> <p>3.14 Individuals who are the subject of, or who are named in a complaint, have the right to be informed of the complaint, and be provided with the opportunity to respond.</p> <p>3.15 If a complainant is dissatisfied with the outcome of the complaint, they may submit an appeal of the outcome to Te Rautiaki Matauranga no later</p>

	<p>than 20 working days of the date of the letter informing them of the outcome of the complaint.</p> <p>3.16 A complainant may take their complaint to the Ombudsman or NZQA Quality Assurance only after they have exhausted the TWoA complaints and appeals process.</p> <p>3.17 Te Wānanga o Aotearoa will develop and implement tikanga here to provide for, and give effect to, this Tikanga Whakahaere.</p>
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4.0 Whanuitanga

This tikanga whakahaere applies to all Governance and Kaimahi of Te Wānanga o Aotearoa.

5.0 Whakamāramatanga

Term	Description
Complaint	Any type of problem, concern or grievance about TWoA or the TWoA environment made by taurira. Taurira may also make a complaint about a matter relating to their journey at TWoA. This may include but is not limited to being the subject of bullying, discrimination, harassment, sexual harassment or victimisation. Complaints do not include educational matters regulated by Tikanga Ako.
Discrimination	For the purposes of this Tikanga Whakahaere, discrimination occurs when directly or indirectly a person is treated unfairly or less favourably than another person in the same or similar circumstances, for example on the grounds of ethnicity, gender, sexual orientation, religious belief, age, body size, marital status, country of origin or disability.
Educational Review	Educational Reviews may include any of the following: <ul style="list-style-type: none"> – Admission to programmes; – Recognition of prior learning; – Plagiarism; – Results of assessments; – Award of qualifications; – Compassionate consideration applications; – Alleged assessment misconduct or breach of rules relating to tests or examinations.
Office of the Ombudsman	An Independent authority that may investigate complaints about the administrative acts and decisions of state sector agencies. http://www.ombudsman.parliament.nz .
Harassment/Bullying	For the purposes of this Tikanga Whakahaere, harassment occurs when a person (the person being harassed) is offended, humiliated or intimidated by the actions of others. Harassment involves an act (physical or verbal) that is repeated or significant

Term	Description
	<p>to the extent that it has a detrimental effect on a person's enjoyment, performance or opportunities in work or study. It may involve the threat of negative or inappropriate influence. It may involve:</p> <ul style="list-style-type: none"> – Bullying through the use of power to humiliate, intimidate or threaten; – The use of written material or visual behaviour that is unwelcome; <p>Offensive or hurtful, or expresses hostility or ridicules.</p>
Victimisation	For the purposes of this Tikanga Whakahaere, the action of singling someone out for cruel or unjust treatment.
Kaimahi	All persons employed by, seconded to, volunteering to, and authorised contractors of Te Wānanga o Aotearoa.
Taura	For the purposes of this policy, All persons currently enrolled in TWoA programmes or courses, past taura; i.e. persons no longer enrolled in TWoA programmes or courses, and / or prospective taura i.e. persons indicating an active interest in enrolling in TWoA programmes or courses.
Te Wānanga o Aotearoa	Includes Te Wānanga o Aotearoa and 100% owned and controlled entities.
TWoA Governance Members	Members of any established TWoA governance group e.g. Te Mana Whakahaere.

6.0 Ngā Hononga

Related tikanga ā kaupapa / tikanga whakahaere:

- Tikanga Ako

Related Tikanga here:

- Taura Complaints Tikanga Here (Procedure)
- Educational Review and Appeals Tikanga Here (Procedure)

Related Documents:

- Kaupapa Wānanga;
- Te Manu Taura Handbook