

Uepū	Ratonga
Owner	Tumuratonga
Approved by	Te Rautiaki Mātauranga
Date first approved	August 2008
Date last approved	June 2015
Date of next review	June 2018

1.0 Te Pūtake

Te Wānanga o Aotearoa (TWOA) provides a supportive environment for tauira and responds to tauira complaints in a fair and timely manner. The purpose of this tikanga whakahaere is to ensure:

- There are clear pathways for tauira to provide feedback, express their concerns, voice their complaints and have their grievances resolved;
- Complaints are promptly and properly investigated and decisions are based on sound evidence; and
- There is a central, institute-wide system to monitor complaints and the actions taken by TWOA to resolve them.

Scope: This tikanga whakahaere applies to all current, prospective and past tauira of TWOA.

2.0 Tikanga whakahaere

Te Wānanga o Aotearoa Values

Te Aroha

Having regard for one another and those for whom we are responsible and to whom we are accountable.

TWOA encourages any tauira with a complaint to express that complaint through the appropriate channel.

A complaint is any type of problem, concern or grievance about TWOA or the TWOA environment. Tauira may also make a complaint about a matter relating to any aspect of their studies or journey at TWOA. This may include but is not limited to bullying, discrimination, harassment, sexual harassment or victimisation.

An Educational Appeal will not be considered through the tauira complaint process.

Whānau support is encouraged and tauira may bring whanau to any meetings that occur within the investigation of their complaint.

Te Whakapono

The basis of our beliefs and the confidence that what we are doing is right.

A complaint must be submitted in writing with evidence as appropriate.

The Tauira will be formally advised in writing of receipt of their complaint no later than five working days from the complaint being received.

All information submitted in relation to the complaint will be dealt with confidentially and will only be disclosed to those parties involved in the investigation and decision of the complaint.

TWOA will not investigate complaints raised by a third party or a parent on behalf of a tauira. However these people may still support the tauira submitting the complaint.

The tauira will be formally advised in writing of the outcome of the complaint no later than five working days from the outcome decision being made.

Te Wānanga o Aotearoa Values

Ngā Ture

The knowledge that our actions are morally and ethically right and that we are acting in a honourable manner.

A complaint will be resolved no later than 20 working days from the date of submission of the complaint. If the complaint cannot be resolved within this period the taura will be written to before the period has expired with an explanation for the delay, actions being taken to progress resolution and a new date for resolution. The new resolution date must be no more than 20 working days from the date of the letter to the taura.

If requested by the taura TWoA will endeavor to provide her or him with alternative learning arrangements while the complaint is investigated. These arrangements must be acceptable to both TWoA and the taura.

If the taura is dissatisfied with the outcome of the complaint they may formally apply to Te Rautiaki Mātauranga to appeal the outcome. They must submit their letter of appeal – including reasons for the appeal - no later than 20 working days of the date of the letter informing them of the outcome of the complaint.

TWoA takes all taura complaints seriously and aims to resolve them within TWoA in the first instance if possible. If a complaint cannot be resolved within TWoA, the taura may take the complaint to the appropriate external organisation.

Kotahitanga

Unity amongst iwi and other ethnicities; standing as one.

3.0 Whanuitanga

This tikanga whakahaere applies to all kaimahi, governance members of TWoA and current, prospective and past taura of TWoA.

4.0 Whakamaramatanga

These are the definition of terms that are used throughout the document.

Term	Description
Educational Appeals	<p>Educational Appeals may include any of the following:</p> <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.

Term	Description
External Agency	Office of the Ombudsman: New Zealand Qualifications Authority (NZQA).
Harassment	<p>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 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.</p> <p>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; • Offensive or hurtful, or expresses hostility or ridicules.
Kaimahi	All persons employed, seconded, and authorised contractors by/to/of TWoA.
Tauira	All persons currently enrolled in TWoA programmes or courses. Also includes past tauira i.e. persons no longer enrolled in TWoA programmes or courses and prospective tauira i.e. persons indicating an active interest in enrolling in TWoA programmes or courses.
Te Wānanga o Aotearoa	Includes TWoA and all direct and indirect subsidiaries such as Open Wānanga Limited, Dynaspeak Limited and Aotearoa Scholarship Trust.
TWoA Governance Members	Members of any established TWoA governance group e.g. Te Mana Whakahaere, Open Wānanga Board.

5.0 Ngā Hononga

The following legislation apply to this tikanga whakahaere:

- Health and Safety in Employment Act 1992;
- Human Rights Act 2000;
- Privacy Act 1993;
- TWoA Collective Agreement;
- Any other relevant Acts

The following tikanga whakahaere apply to this tikanga whakahaere:

- Educational Appeals

The following references apply to this tikanga whakahaere:

- Kaupapa Wānanga;
- Tauira Complaints Procedure;
- Tauira Representatives;
- Te Manu (on-line tauira handbook);