

Safety 'n Action Ltd Complaints Policy

Category:	Student Management and Support			
Responsibility:	SLT			
Approval:	CEO			
Policy Number: 22SNA	Policy Version: 5	Date Created: August 2022	Review Date: August 2026	Next Review: August 2027

1. Purpose

- 1.1. 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.
- 1.2. The following policy is designed to ensure that any complaints received are dealt with in a fair, timely and procedurally appropriate manner, while endeavouring to resolve matters to the satisfaction of the parties wherever possible. Safety 'n Action will also use complaints, complaint trends and lessons identified through the complaints process to improve its services, systems, practices and the experience of students and customers.

2. Responsibilities

- 2.1. 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.

3. Scope

- 3.1. Any staff member who receives a student complaint that they are unable to resolve themselves should direct the complainant to the National Training Director.
- 3.2. The National Trainer Director may require the complaint to be presented in writing.
- 3.3. The National Trainer Director may initially direct the complainant to the person who is the object of the complaint or to a person who supervises that person.
- 3.4. The National Trainer Director may choose to deal directly with the complaint.
- 3.5. Any person making a complaint is welcome to use the service provided by the Tertiary Education Dispute Resolution Team at <https://tedr.org.nz>
- 3.6. 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.
- 3.7. If still unresolved, the complainant will be advised to send a written letter of concern/complaint to the Senior Leadership Team, via the CEO.
- 3.8. The Senior Leadership Team will convene a meeting to consider the course of action, seeking advice as prudent.
- 3.9. 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.
- 3.10. The complainant will be informed in writing of the process and outcome.

- 3.11. Safety 'n Action will acknowledge receipt of a complaint within two working days and advise the complainant who is responsible for managing it and, where known, the next steps in the process.
- 3.12. Safety 'n Action will aim to investigate and resolve complaints as promptly as practicable and, where possible, within 20 working days of receipt. The time required will depend on the nature and complexity of the complaint and the need to provide all parties with a fair opportunity to respond.
- 3.13. If a complaint cannot reasonably be resolved within 20 working days, the complainant will be advised of the reason for the delay, the action being taken and the expected timeframe for completion. Progress updates will be provided at reasonable intervals, normally at least every 10 working days while the matter remains open.
- 3.14. Once the complaint has been considered, the complainant will be advised in writing of the outcome, any actions arising from the complaint where it is appropriate and lawful to disclose them, and any available escalation or external review options.
- 3.15. Complaints will be recorded in the complaints register and reviewed for themes, trends, recurring issues and opportunities for improvement. Where a complaint identifies an opportunity to improve Safety 'n Action's services, systems, practices, training or student/customer experience, appropriate corrective or improvement actions will be assigned, monitored and, where appropriate, incorporated into continuous improvement activities.
- 3.16. The Senior Leadership Team will report to the CEO any complaints that have been addressed and the progress made with them.
- 3.17. Any person who makes a complaint is entitled to bring a support person to any meeting they attend when discussing the complaint.
- 3.18. 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.
- 3.19. 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.
- 3.20. These procedures will be available on the company website.
- 3.21. The Senior Leadership Team sight the total complaints register monthly.