

Policy title	Kids/Youth Parent/Caregiver Complaint Policy & Procedure
Policy area	Kids/Youth Programmes / Operations Director
Policy available for Students – yes/no	YES
Policy detail	We value feedback as an opportunity for continuous learning and improvement. It is our hope that your child’s experience at The Learning Connexion is a positive one. However, if you, as the child’s parent/caregiver, have a concern, or wish to make a complaint, we take this seriously and want the process to be fair and transparent for you. We have provided information below to support your understanding of the complaints process and help you decide what steps are right for you. <u>Notes:</u> - Any complaint made must be done so in good faith based on evidence that the complainant believes to be true - Receipt of the complaint will be acknowledged <u>within 5 working days</u> TYPES OF COMPLAINT There are three types of complaints: Academic This is a complaint about your child’s school experience, which may relate to class content, resource material, or the tutor’s feedback regarding your child’s work. Behaviour This is a complaint about a staff member or student’s behaviour. For example, you may have concerns about inappropriate comments made about your child’s appearance, race, beliefs, gender, etc. Or, there could be a concern about rudeness, bullying behaviour or sexual harm. Service This is a complaint in relation to any aspect of our service. For example, you have concerns about campus facilities, support and enrolment processes, or written or verbal communication. WAYS TO SHARE YOUR CONCERN There are three classifications that are used to explain the type of experience and advice you may receive. Each require different processes of sharing and resolving, as outlined in detail below:

1. Expressing a concern

(making information known, but action may not be needed)

Sometimes it is enough to simply express your concern with a trusted person, or to share it as a note. Raising a concern gives you the opportunity to share your thoughts and feelings, disclose information regarding certain behaviours or experience, and to be provided with any necessary support. Depending on the option you choose, it may be possible for you to remain anonymous.

Expressing your concern may be all that is needed, however you have the option of advancing your concern to an informal or formal complaint - if that is the case, you will be given assistance to do so.

How to share your concern:

- We encourage you to speak initially with the Tutor/Kids Art Programme Coordinator, another TLC staff member or our Culture & Employment team. In sharing your concern, you will be provided with further options if they are needed.
- You are free to advance your concern to an informal or formal complaint if this is appropriate.

2. Making an informal complaint

(working together to understand and resolve issues)

Making an informal complaint means that you will probably want some action to be taken as a result of sharing your concern. You may be advocating for change in some way, in which case we can make a recommendation to the appropriate person, team or governance group on your behalf. Or, it may be that you wish to informally discuss your concerns with another party/parties as a way of understanding and, hopefully, resolving the situation - this may be something you choose to do directly, or we can provide you with mediation assistance. Depending on the option you choose, it may be possible for you to remain anonymous.

3. Making a formal complaint

(involving a formal investigation process)

A formal complaint is generally about serious misconduct and breaches of school regulations. The usual way of responding to a formal complaint is by way of a formal, documented investigation. Confidentiality is maintained as far as possible and all information involved in the investigation is held in a secure online folder.

You would not be able to remain anonymous, as we must advise the individual or service that a complaint has been made and what it is about.

PROCEDURES

If you would like to talk to someone before sharing your complaint we encourage you to talk to the Tutor/Kids Art Programme Coordinator or another TLC staff member. You can also contact our Culture & Employment team directly for support and advice in the first instance. You can reach out to them via email at: cultureandemployment@tlc.ac.nz

How to make a complaint (formal or informal)

- You can share your complaint with us by completing the [online complaint form](#)
- Otherwise, you may submit your complaint in person, by phone, or in an online meeting by contacting our Culture & Employment team: cultureandemployment@tlc.ac.nz
- You will need to let us know your details, what the issue is and what your expectations are for the outcome you would like
- If you have chosen to be named, your form will be processed within 5 working days after you submit it. We will make contact with you to discuss your concerns and give advice on next steps.
- If you have chosen to be anonymous (unnamed), following the principles of natural justice we do not engage with you, other than to acknowledge receipt of your concern. We may raise your concerns as general feedback within the school and use your comments as learnings for the future.

Investigation & decision for formal complaints

As formal complaints are generally about serious misconduct and breaches of school regulations, all formal complaints received by Culture & Employment will be forwarded to the Operations Director.

The Operations Director will convene a Complaints Committee of appropriate delegated staff. They will investigate the complaint; for example, if it's a complaint about a person, usually one staff member interviews the complainant and another staff member interviews whoever is the subject of the complaint. Both are welcome to have a support person present during any interviews or meetings.

It may be appropriate for the child to provide evidence and if that is so, any questioning will be done in the least intrusive, sensitive way possible, in consultation with, and alongside, the parent/caregiver.

The Committee will assess evidence, talk further to those involved if needed and make recommendations to the Operations Director (or delegated representative) who then makes a final decision. Enormous care is taken to achieve the best possible decision.

All parties will be kept informed of the progress of the investigation into the complaint and will receive the decision on the outcome in writing.

Outcomes

The outcomes will depend upon the nature of the complaint and the evidence gathered by the investigating team. Following a thorough investigation, the team will recommend appropriate outcomes to the Operations Director, who will evaluate the information provided and make the final decision.

Information storage

All information relating to concerns, informal and formal complaints is held in a secure, confidential folder by Culture & Employment in Google Drive.

Providing support

We recognise that raising and working through concerns and complaints can be very stressful and your child's welfare is important to us. Should your child be negatively impacted by the circumstances associated with the complaint, TLC can arrange for them to have three free, confidential sessions (this can be extended on a case-by-case basis) with our Employee Assistance Programme counselling services. Please let Culture & Employment know if this is something that you would like to access on behalf of your child.

Taking your concerns further

If you are not happy with the outcome of your concern or complaint, you may make a complaint through the [Ministry of Education](#), [Oranga Tamariki \(Ministry for children\)](#) or the [Police](#).

Related Procedures

Date Created

September 2017

Review Dates

June 2020, August 2021, Jan 2023, Jan 2024, Sept 2025

Next review date

Sept 2026