



THE LEARNING  
CONNEXION

# COMPLAINTS

## 2024 OVERVIEW

The Learning Connexion School of Creativity and Art  
October 2024

# COMPLAINTS – 2024 OVERVIEW

## DEFINITION

For the purposes of this report, 'complaints' are defined as an objection by a learner to behaviour or service that is deemed unfair, unacceptable, or otherwise not up to normal standards.

Complaints can range from expressions of dissatisfaction (generally termed 'concerns') through to serious and formal matters, which require a formal complaints process.

Formal complaints follow a specific process, as laid out in The Learning Connexion's Student Complaints Policy.



## COMPLAINTS PROCESS

Concerns are generally shared by the learner initially with their tutor/mentor or support staff so that their concern may be discussed informally.

It may be possible to resolve the situation without resorting to going through an official complaints procedure. However, if a formal complaint is required, learners can access information regarding the formal complaints process from the Student Complaints Policy which is on the school's website and housed within the student Online Resource Area.

Formal complaints may be provided in person, by phone or email. Complaints are forwarded to the Operations Director who convenes a complaints committee to oversee the investigation and make recommendations to the Operations Director at its conclusion (*see next page for details on the complaints committee role*).

The Learning Connexion aims to bring transparency to the complaint process by keeping the relevant parties informed throughout. It also works to ensure that all parties are provided with the support they need, either from internal support staff or from external support agencies.

The Learning Connexion is committed to treating complaints fairly and promptly. Invariably, there is a great deal of discussion and enormous care is taken to achieve the best possible outcome. However, if the person making the complaint is not satisfied with The Learning Connexion's decision, they are encouraged to take the case to a District Courts Disputes Tribunal (if appropriate), to the Police or to the New Zealand Qualifications Authority.

## ROLE OF THE COMPLAINTS COMMITTEE

Once a complaint is received by the Operations Director, a Complaints Committee of appropriate delegated staff will be convened. The committee will confidentially investigate the complaint, assess evidence and talk further to those involved if needed. If discussions or interviews are undertaken, the utmost care is taken to ensure that all parties are treated fairly and that processes are explained simply and in detail.

At the conclusion of the investigation, the committee discusses the findings and makes recommendations to the Operations Director (or delegated representative), who then makes a final decision.

## COMPLAINTS 2024

INTERNAL SCHOOL PROCESS				
Complaint Type	Total	Case Unresolved	Case Resolved	Withdrawn
Academic	1	1		
Behaviour	3		2	1

*\*No cases required referral to an external agency*



## AREAS OF FOCUS FOR 2025

In line with the regulations outlined in the Education Code of Practice, The Learning Connexion has drafted a replacement Student Complaint Policy/Procedure that more specifically outlines types of complaints (being either Academic, Behaviour or Service).

We further intend to provide learners with a broader distinction of the types of complaints that can be submitted - these being 'concerns', 'informal complaints' and 'formal complaints'. The definitions, processes and directions provided should result in a clearer understanding, from the outset, of the most appropriate way to move forward with a complaint.

In addition, The Learning Connexion has drafted content to make the complaint process submission more accessible and understandable for learners. Firstly, a visual flow chart which captures the essential steps of the complaint process will be placed on The Learning Connexion's website alongside the written procedure. Secondly, a simple to use complaint form will be made available online so that learners will have a more immediate submission option.

The Learning Connexion is in the process of setting up a student focus group with the aim of reviewing and feeding back on the new material. Once this process is concluded, the new complaints material will be published and in place for Term 1, 2025.

Finally, it is recognised that there is currently no system for gathering learner experience of the complaint process and outcome. This information will be sought and recorded from Term 1, 2025.

