

<b>Policy title</b>	Student Complaint Procedure
<b>Policy area</b>	Academic
<b>Policy available for Students – yes/no</b>	Yes
<b>Policy detail</b>	<p>TLC is committed to treating complaints fairly and promptly.</p> <p>The complaint must be made in good faith based on evidence that the complainant believes to be true. No action will be taken on anonymous complaints. Receipt of the complaint will be acknowledged within one week and the complainant will be kept up to date with progress.</p> <p>Responses to complaints will be made by unbiased decision-makers who observe fair and impartial procedures and will be given in writing within 28 days of receiving the complaint.</p> <p>All processes and responses under this policy are confidential to the parties and staff directly involved.</p> <p>The person making a complaint may not take any action that may prejudice the situation or be regarded as an act of recrimination against any other party.</p> <p><b>Procedures</b></p> <p>The first step, if you have a complaint, is to make an appointment with your tutor/mentor or support staff to discuss your concern informally.</p> <p>If the matter is unresolved, write a signed complaint and give this to the Managing Director who will convene the TLC Complaints Committee. (If circumstances require, your identity may not be</p>

	<p>disclosed.)</p> <p>The committee goes through a formal process to assess all the information and will report back to you. If you have requested to meet with a member of the committee you may have a friend present.</p> <p>If you wish to take the matter further after the committee's response you are entitled to take the complaint to NZQA, PO Box 160, Wellington, 6140 or the District Courts Disputes Tribunal (if appropriate).</p> <p>For international students, complaints may be referred to the International Education Appeal Authority, Tribunals Unit, Level 1, 86 Custom House Quay, Private Bag 32001, Panama Street Wellington, New Zealand Phone: 64 4 462 6660 Fax: +64 4 462 6686 Email: <a href="mailto:ieaa@justice.govt.nz">ieaa@justice.govt.nz</a> Website: <a href="http://www.minedu.govt.nz/">http://www.minedu.govt.nz/</a></p> <p>TLC provides a bilingual counsellor, if needed.</p>
<b>Related Procedures</b>	
<b>Date Created</b>	May 2013
<b>Review Dates</b>	May 2014, April 2018
<b>Next review date</b>	June 2020
<b>Links</b>	