

# RAISING A CONCERN OR MAKING A COMPLAINT

*Note: This is a summary only of the complaint process. For more detailed information about the complaint process and support, please refer to our website: <https://www.tlc.ac.nz/current-students/student-services/complaints-procedure/>*




**There are three different types of complaint you can make:**

<b>ACADEMIC</b> This is a complaint about your academic experience or outcome.	<b>BEHAVIOUR</b> This is a complaint about a staff member or student's behaviour.	<b>SERVICE</b> This is a complaint in relation to any aspect of our service.
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**There are also three different ways you can tell us about your concerns:**

<b>SHARING A CONCERN</b> You simply want to share your concern with a trusted person. It may or may not require any further action.	<b>INFORMAL COMPLAINT</b> You have a concern that you wish to have resolved which will very likely require some action to be taken.	<b>FORMAL COMPLAINT</b> You wish there to be a formal investigation in relation to serious misconduct or a breach of school regulations.
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<p>We encourage you to talk to your Creativity Kaiako or a member of staff you feel comfortable with. You can also speak to a Te Reo Taurira Student Representative, Programme Support or Learning Support. International students should speak to the International Student Advisor.</p> <p>You can also share your feedback with us by completing our online student feedback form. This can be anonymous if you prefer.</p> <p><b>Scan the QR code or go to:</b>  <a href="https://www.jotform.com/242469299684880">https://www.jotform.com/242469299684880</a></p> 	<p>Let us know what your complaint is about and what your expectations are by completing our confidential online complaints form.</p> <p><b>Scan the QR code or go to:</b>  <a href="https://form.jotform.com/243117691188866">https://form.jotform.com/243117691188866</a></p>  <p>You can also submit your complaint in person, by phone, or online by contacting Culture &amp; Employment at <a href="mailto:cultureandemployment@tlc.ac.nz">cultureandemployment@tlc.ac.nz</a></p> <p>From there, we will contact you to give advice on next steps and discuss the ways in which the issue might best be resolved. It might be possible for you to remain anonymous, though it depends on the option you choose.</p>	<p>Let us know what your complaint is about and what your expectations are by completing our confidential online complaints form.</p> <p><b>Scan the QR code or go to:</b>  <a href="https://form.jotform.com/243117691188866">https://form.jotform.com/243117691188866</a></p>  <p>You can also submit your complaint in person, by phone, or online by contacting Culture &amp; Employment at <a href="mailto:cultureandemployment@tlc.ac.nz">cultureandemployment@tlc.ac.nz</a></p> <p>We will forward your formal complaint to our Operations Director. The usual follow-up is by way of a formal, documented investigation, and enormous care is taken to achieve the best possible decision. You would not be able to remain anonymous.</p>
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If you are not happy with the outcome of your concern or complaint, you may take the issue to a District Courts Disputes Tribunal (if appropriate) or to the Police. Otherwise, you can contact NZQA at: PO Box 160, Wellington, 6140, phone: 0800 697 296, or email: [helpdesk@nzqa.govt.nz](mailto:helpdesk@nzqa.govt.nz)

**For international students:** If your complaint is financial or contractual you can contact FairWay Resolution; iStudent Complaints team. The service is free and they will arrange an interpreter if necessary. You can phone them on 0800 006675, email [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz) or visit their website at <http://www.fairwayresolution.com/got-a-dispute/istudent-complaints>