



Complaints/Disputes Procedure

■ Making a complaint

If you are dissatisfied about any aspect of your training, work placement, the way in which you are treated or a lack of support, you should express those concerns either by:

- ⇒ raising the issue or concern verbally with your immediate support person/tutor for informal resolution, *or*
- ⇒ making a formal complaint (*a formal complaint is one made in writing - you can ask for *help to do this*) to any of the people responsible for your support. A formal “Complaint/Dispute Advice Form” (QD6-14) is available from the Training Liaison Officer or on our website

NOTE: *A list of your options for support with any of these matters is printed in the “Help” section.*

It is important that if you do have a concern, you raise the matter promptly. Leaving a concern too long can cause unnecessary distress and can sometimes be more difficult to investigate.

ALL COMPLAINTS WILL BE TAKEN SERIOUSLY

■ Investigation of complaints

In many instances, your tutor will be able to resolve the issue you have raised. If the complaint is of a more serious nature the person to whom you made the complaint will refer it on to the Training Manager for action.

The matter complained about will be fully investigated at the earliest practicable time and a decision reached as to the required action.

As the person making the complaint, you will be advised of the outcome and following a reasonable period of time someone will check back with you to ensure the matter has been successfully resolved.

■ Appeal

If you are not satisfied with the outcome of a complaint or the way in which it has been handled, you should advise the person to whom the complaint was made to, of this fact. If you remain dissatisfied you have the right of appeal to the Avon City Ford Service Operations Manager or your School’s liaison person. Complaints can also be made to NZQA but there are conditions and procedures that need to be observed. Information regarding the procedures is available from our Training Liaison Officer on request.



Complaint/Dispute Resolution Process

