

Policy title	Kids/Youth Parent/Caregiver Complaint Policy
Policy area	Kids/Youth Programmes
Policy available for Students – yes/no	YES
Policy detail	<p>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 want the process to be fair and transparent. We have provided information below to help support your understanding of the complaints process and help you decide what steps are right for you.</p> <p><i>Please note: Any complaint made must be done so in good faith based on evidence that the complainant believes to be true.</i></p> <h3>TYPES OF COMPLAINT</h3> <p>There are three types of complaints:</p> <h4>Academic</h4> <p>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.</p> <h4>Behaviour</h4> <p>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.</p> <h4>Service</h4> <p>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.</p> <h3>WAYS TO SHARE YOUR ISSUE</h3> <p>There are three distinct levels of complaint - a ‘concern’, an ‘informal complaint’ and a ‘formal complaint’, each requiring different processes of sharing and resolving, as outlined in detail below:</p>

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 in doing so.

Procedure

We encourage you to speak initially with the Kids Art Programme Coordinator or, alternatively, Culture & Employment. In sharing your concern, you will be provided with further options if they are needed.

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.

Procedure

You can share your concern with us by completing this [online complaint advice form](#). Otherwise, you may submit your complaint (letting us know what the issue is and what your expectations are) in writing, in person, or by phone, as follows:

WRITTEN COMPLAINT

If you wish to write your complaint, please email Culture & Employment at cultureandemployment@tlc.ac.nz or hand your letter of complaint in a sealed envelope to Programme Support, so that they can forward it on to Culture & Employment. Alternatively, you can post your letter of complaint to:

*Culture & Employment,
The Learning Connexion,
PO Box 9811,
Wellington 6141*

IN-PERSON COMPLAINT

If you wish to make your complaint in person, please contact Culture & Employment to make an appointment. At that time, your complaint will be written down and read back to you to ensure it is accurate.

PHONE COMPLAINT

You may phone Culture & Employment to advise that you wish to make a complaint. *Note: They may need to schedule an appointment at a time suitable to you both.* At that time, your complaint will be written down and read back to you to ensure it is accurate.

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 and recorded 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.

Procedure

You can share your concern with us by completing this [online complaint advice form](#). Otherwise, you may submit your complaint (letting us know what the issue is and what your expectations are) in writing, in person, or by phone, as follows:

WRITTEN COMPLAINT

If you wish to write your complaint, please address it to The Operations Director and post to The Learning Connexion, PO Box 9811, Wellington 6141, or seal your complaint in an envelope and take it to the Programme Support office, asking that it be forwarded to the Operations Director.

Alternatively, you may email your complaint to Culture & Employment at cultureandemployment@tlc.ac.nz and they will forward it, on your behalf, to the Operations Director.

IN-PERSON COMPLAINT

If you wish to make your complaint in person, please contact Culture & Employment to make an appointment. At that time, your complaint will be written down and read back to you to ensure it is accurate. The complaint will then be forwarded to the Operations Director.

PHONE COMPLAINT

If you are unable to attend an in-person meeting, you may phone Culture & Employment to advise that you wish to make a complaint. *Note: They may need to schedule an appointment at a time suitable to you both.* At that time, your complaint will be written down and read back to you to ensure it is accurate. The complaint will then be forwarded to the Operations Director.

Investigation & Decision

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 whomever 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. Invariably there is a great deal of discussion and enormous care is taken to achieve the best possible decision.

As the complainant, you will be kept informed of the process and of the outcome.

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 informal and formal complaints is held in a secure, confidential folder by C&E in Google Drive.

Providing support

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 C&E 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
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Review Dates	June 2020, August 2021, Jan 2023, Jan 2024
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Next review date	Jan 2025
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