

Complaints procedure

Blueprint for Learning responds to all complaints using a transparent and fair process. In the event of a formal complaint, the following procedure will be followed.

If the Project Lead or equivalent manager is involved, the complaint is passed to the Programme Manager or Manager - Learning and Development.

Complaint is immediately passed to the Project Lead, or equivalent manager.

Complaint is logged in the Complaints Register, and the Programme Manager or Manager - Learning and Development is advised.

Acknowledgement of receipt with an investigation process outline is sent to the complainant within three days of receiving the complaint.

The investigating manager arranges separate interviews with the complainant and any others involved. All are given a copy of the complaint and advised they can bring a support person or culturally appropriate support.

Interviews will either be recorded or transcribed, which can be performed by an impartial third party.

The complainant is asked about their expected outcome during the interview.

The investigating manager makes a decision after considering all information obtained in the interviews and any other relevant material. The decision may involve action, or may involve no action.

The investigating manager relays their decision to all affected parties and the Programme Manager and Manager - Learning and Development within 15 days of receiving the complaint.

Findings and action details are added to the Complaints Register, including a record of any actions being completed. All documents are filed securely in the electronic file management system.

If the complainant considers the outcome unsatisfactory, they can escalate the complaint to the Blueprint for Learning Chief Executive.

If the complainant considers the outcome unsatisfactory, they can escalate to the Dispute Resolution Scheme, if relevant or the NZQA Code Administrator.