

Complaint Policy and Procedure

Established Date	January 2022
Risk Assessment Rating	High
Review Dates	August 2024, February 2025, March 2025

Policy Statement

Cavalli College provides a safe, culturally sensitive, and effective mechanism for learners and other stakeholders to process personal and programme related complaints.

When a complaint is received, Cavalli College will acknowledge receipt of the complaint within one (1) working day. College may take up to fifteen (15) working days to investigate and decide on a response to a complaint, depending on the nature of the complaint.

Procedure

- When a complaint is received, it will be acknowledged within one (1) working day
- Depending on the nature of the grievance, Cavalli College may take up to 15 working days to investigate and decide on a response to the complainant. Cavalli College will engage appropriate people to investigate and provide advice on decisions, including cultural advice in appropriate cases
- As part of the complaint investigation, the complainant will be given the opportunity to have a meeting to discuss their complaint and will be invited to have a support person present
- On completion of the investigation, Cavalli College will supply the complainant with a written response to their complaint
- Cavalli College will provide time for the complainant to respond to the decision. If the complainant is not satisfied with the outcome of the investigation, they may appeal the decision within seven (7) days. A review of the investigation process, findings and the result will be undertaken by a senior team member of Cavalli College.
- Should the complainant still not be satisfied with the Cavalli College response on completion of the appeal review, the complainant will be referred to NZQA, the Code Administrator or Study Complaints (as per the DRS).

The mechanism for raising complaints is communicated to learners and other stakeholders through the website, the offer of place and the learning guide.

Rationale

Cavalli College is committed to continual improvement of services and operations based on input from stakeholders, including complaints. Cavalli College reflects on the grievance and provides an outcome that is prompt, consistent and fair.

Cavalli College is committed to discussion and mediation as the best means of resolving such complaints.

Definitions

A complaint is a formal expression of dissatisfaction from a learner, staff member, or stakeholder regarding any aspect of their experience with Cavalli College. This includes but is not limited to course delivery, tutor support, fees, administrative processes, fairness and equity, health and safety, or non-adherence to Cavalli College policies and procedures.

This policy will not apply where the complaint relates to harassment or an appeal of a grade., which are managed through separate policies and processes.

Scope

All staff, learners and stakeholders