

Complaint Policy and Procedure

Policy	Arise Academy provides a safe, culturally sensitive, and effective mechanism for learners and other stakeholders to process personal and programme related complaints.
Procedure	<ul style="list-style-type: none"> • When a complaint is received, it will be responded to in one (1) working day • Depending on the nature of the grievance, Arise Academy may take up to 15 working days to investigate and decide on a response to the complainant. Arise Academy will engage the appropriate people to investigate and provide advice on decisions, including cultural advice in appropriate cases • The academy will provide time for the complainant to respond. 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 • Arise Academy will supply the complainant with a written response to their complaint • Should the complainant not be satisfied with the Arise Academy response, the complainant will be referred to NZQA, the Code Administrator or iStudent Complaints (as per the DRS) <p>The mechanism is communicated to learners and other stakeholders through the website, the offer of place and the learning guide.</p>
Rationale	<p>Arise Academy is committed to continual improvement of services and operations based on input from stakeholders, including complaints. Arise Academy reflects on the grievance and provides an outcome that is prompt, consistent and fair.</p> <p>Arise Academy is committed to discussion and mediation as the best means of resolving such complaints.</p>
Definitions	<p>Learners' and other stakeholders' <i>grievances</i> relate to the following issues:</p> <ul style="list-style-type: none"> • Programme content and organisation • Suppliers • Interpersonal relationships • Arise Academy policies and processes • Practical placement and community-based experience • Assignment feedback • Selection issues • International learner Issues <p>This policy will not apply where the complaint relates to harassment or an appeal of a grade.</p>
Scope	All staff, learners and stakeholders
Established	January 2022
Risk Assessment Rating	High
Review Dates	TBA