

Ākonga Concerns and Complaints Policy

Policy document number: AC-26/27A

1. Pūtake | Purpose

- 1.1. The purpose of this policy is to ensure that ākonga have access to a concerns and complaints resolution process that is timely, fair, effective, culturally appropriate, and upholds the principles of natural justice.

2. Mō wai me te whānuitanga | Audience and scope

- 2.1. This policy applies to concerns and complaints from ākonga that may include:
 1. Their course or programme.
 2. An enrolment or admission decision.
 3. The actions and behaviour of kaimahi or other ākonga.
 4. Administrative systems, services, or decisions.
 5. Wintec compliance with the [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#) (the Code).
 6. Access to regulations, policy, or procedures that affect ākonga.

3. Ngā Mātāpono | Principles

- 3.1. This policy and its related procedures follow the principles of natural justice.
- 3.2. Ākonga are entitled to culturally appropriate processes and responses that consider traditional processes for raising and resolving issues.
- 3.3. Information on the concerns and complaints process is accessible.
- 3.4. Complaints are resolved in a timely and consistent manner.
- 3.5. Ākonga are treated with respect, fairly and without bias.
- 3.6. Information is shared only with those who need to know, being mindful of the rights of the complainant and any individual named and involved.
- 3.7. Complaints about kaimahi are referred to People and Culture; employment decisions are not shared with ākonga due to privacy obligations.
- 3.8. All parties are entitled to an advocate and support at all steps in the concerns and complaints process.
- 3.9. All parties affected by a complaint are kept regularly informed of the progress of the complaint, given an opportunity to present evidence, and to read interim findings and recommendations before a decision is made.
- 3.10. Wintec treats complaints as a valuable form of feedback and an opportunity to put things right where appropriate, and to promote continuous quality improvement.

4. Ngā Tauākī Kaupapa Here | Policy Statements

- 4.1. Support
 1. Wintec ensures information on support services is available to the complainant and any individuals involved.

2. At any time during the process, the complainant and any individuals involved are entitled to access support from internal or external services.

4.2. Concerns

1. Ākonga are encouraged to resolve their concerns either directly with the person concerned, through the Ākonga Voice link in Moodle, or with Wintec Support Services.
2. Kaimahi directly involved either manage the resolution of the concern or refer the matter to the complaints coordinator who identifies the appropriate person/unit to follow up and resolve the concern.
3. If the ākonga wishes to be contacted, they are kept informed or advised of the outcome within five working days.
4. If a concern cannot be resolved to the satisfaction of an ākonga, they may make a formal complaint.

4.3. Complaints

1. The complainant makes their complaint in person or in writing to a kaimahi or through the Ākonga Voice link in Moodle normally within 21 days of the incident or issue. The kaimahi who receives an oral complaint puts it in writing to the satisfaction of the complainant.
 - a) Complaints made 22 or more days following the incident or issue may proceed at the discretion of the Executive Director, Academic Delivery.
2. The complaints coordinator identifies the relevant procedures, assesses the complaint for legal or other implications, and initiates an investigation.
3. The complaints coordinator communicates the outcome to all parties in writing within 30 days of receipt of the complaint. The communication also includes the complainants right to appeal if they are not satisfied with the outcome following the process set out in the Ākonga Appeals Policy.
4. At all times throughout this process, the complainant has the right to involve a support person of their choice or to withdraw the complaint. It is the responsibility of the kaimahi involved to advise the student of this right.
5. Feedback on the complaints process is sought from the complainant on their experience of the complaints process and is used to inform continuous quality improvement of the procedures.

4.4. Documentation and Reporting

1. The complaints coordinator registers all complaints and resolutions on the complaints register. Access to the register is restricted.
2. Documentation relating to the complaint is kept in accordance with relevant legislation and the Records Management Policy and General Disposal Authority.
3. Any reports generated from the register maintain the privacy of complainants and any other persons involved in the complaint in accordance with the Privacy Act (2020).
4. The complaints coordinator reports monthly to Executive Director Academic Delivery who has overall responsibility for ākonga concerns and complaints, and annually to Komiti Akoranga, to ākonga via the public website, and to the code administrator (NZQA) on the overall numbers and nature of complaints and outcomes for the year and, as far as practicable to maintain privacy, by diverse ākonga groups.

5. Ngā Haepapa | Responsibilities

Role	Responsibilities
Ākonga	Ākonga who have a concern or complaint follow the process set out in this policy
Kaimahi	Kaimahi who are approached by ākonga regarding a concern or complaint follow the process set out in this policy
Complaints coordinator	Monitors the complaints register and submission through the Ākonga Voice link on Moodle. Facilitates the review of all concerns and complaints submitted via Ākonga Voice or kaimahi; liaises with relevant kaimahi or teams/units to address the matter; communicates outcome to ākonga and relevant kaimahi.
Executive Director, Academic Delivery	Oversee the concerns and complaints process and outcomes to ensure Wintec meets its obligations under the Code.
Wintec	Ensure ākonga are informed of their right to raise a concern or make a complaint and that the mechanisms for doing so are published and accessible. Ensure that ākonga are advised of concern and complaint processes and outcomes.

6. Ngā Whakamāramatanga | Definitions

Term	Definition
Advocate/Ākonga Support Person	The person who assists the ākonga by being present, observing that the process is followed, and/or advising the ākonga regarding process and options and guiding them through the process. An Advocate may be an Ākonga Advisor, their nominee, or any person nominated by the ākonga
Concern	A matter where it is likely that resolution can be obtained by direct, informal consultation with the people concerned. A situation where the ākonga considers appropriate standards have not been met but the impact on them has not been great.
Complaint	An expression of dissatisfaction where the ākonga seeks some form of redress or change in a situation; where the ākonga considers that there has been a direct and significant adverse impact on him/her, which requires a formal process of resolution.
Natural justice	The three main requirements of natural justice that must be met in every case are: adequate notice, no bias and fair hearing. A process conducted without bias that includes three key rules to enable this: <ul style="list-style-type: none"> a. In an investigation, the subject of the complaint must be advised of the allegations in as much detail as possible, given time to prepare and present their side of the story including evidence and must be given the opportunity to reply to the allegations. b. Investigators and decision makers must be impartial and act without bias in procedures connected with the making of a decision. Decisions must be based on a balanced and considered assessment of the information and evidence. c. Decisions must be based on logical proof or evidence. Investigator or decision makers should be able to clearly point to the evidence on which the decision is based. Evidence presented by one party must be disclosed to the other party, who may then subject it to scrutiny.

7. [Ngā Hononga ki Tuhinga kē | Links to Other Documents](#)

<p>Ngā Kaupapa-Here e hāngai ana Related policies</p> <p>Te Kawa Maiororo</p> <p>Ākonga Appeals Policy</p> <p>Assessment regulations and procedures</p> <p>Ākonga code of conduct</p>
<p>Ngā Tukanga me ngā hātepe Processes, procedures</p> <p>Concerns and complaints procedures</p>
<p>Ture whai take Relevant legislation</p> <p>Human Rights Act 1993 Privacy Act 2020</p> <p>Bill of Rights Act 1990</p> <p>The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021</p> <p>Harmful Digital Communications Act 2015</p>

8. [Pūranga Kōrero | Records Management](#)

- 8.1. Any Wintec records referred to in this policy are considered public records under the Public Records Act 2005 and are discoverable under the Official Information Act 1982 and Privacy Act 2020. These records are subject to the retention and disposal actions as specified in the relevant disposal authority.

9. [Mokamoka whakaaetanga | Approval details](#)

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Approving authority	Komiti Akoranga

10. Ngā whakatikatika | Amendment history

Version	Date Approved	Details
1	9 Dec 2025	Te Pūkenga policy approved Feb 2024, adopted as Wintec policy; shifted into Wintec template, coded with Wintec Policy Coding, minor edits to align with Wintec organisational systems and structures.