

# Complaints

## 1. Aim

1.1 To provide a process by which concerns and suggestions are recorded and complaints are resolved fairly and as quickly as possible, whilst protecting the rights of complainants, Fire and Emergency Training Solutions Ltd (FETS) students and staff.

1.2 To provide protection and support for all parties concerned during this procedure and ensuring those involved are not subject to harassment, retaliation or victimisation.

## 2. Application

2.1 All internal and external clients of FETS including staff, students and the general public.

## 3. Definitions

### Informal Complaints

Informal complaints are suitable for minor issues which can be resolved with the minimum of difficulty. Informal complaints can be dealt with at the Instructor level. Examples of informal complaints might include:

- Minor classroom irritations (other students break concentration by always talking in class, instructor fails to keep order)
- Concerns arising from miscommunication or misunderstanding
- Resource difficulties (e.g. internet keeps crashing)

### Formal Complaints

Formal complaints are suited to more serious issues. Formal complaints are made in writing. Examples of formal complaints might include:

- Harassment by staff or other students
- Inappropriate treatment by staff or other students
- Unsafe learning situation

## 4. Policy

4.1 FETS recognises the right for staff, students and other stakeholders to make any complaints against the organisation.

4.2 All complaints and disputes are addressed within a maximum of 30 days. Unless it is of a serious nature, where the complaint will be dealt with immediately.

4.3 Students are fully informed through their course induction of their rights to refer a complaint to external bodies of FETS. If the trainee feels the matter has not been resolved satisfactorily, they may approach NZQA . [NZQA - how to make a complaint](#)

4.4 In the event that a student, staff member or another person makes a formal complaint internally, the complaints procedure will be followed.

4.5 A support person may accompany the complainant or respondent through all stages of the complaints procedure. The support person's role is to ensure that the person they are supporting represents themselves properly. They are primarily a listener and may take notes. The support person is not there to represent either the complainant or respondent.

4.6 Any person who feels they have been treated unfairly during the complaints process, may appeal in writing to the CEO within three weeks of being notified of the outcome of the initial complaint.

4.7 The complainant has the right to withdraw the complaint at any stage of the process. Records of complaint initiation, up to and including the point of withdrawal, will be maintained.

- The respondent has the right to reply to the issues raised and must be given the opportunity to exercise this right.
- A Formal Complaints Register will be maintained.

4.10 Informal feedback about staff will be dealt with via the Employee Performance Plan - [Performance Review Policy](#)

### Personal Grievance

4.11 If the problem is a personal grievance, this must be raised within 90 days from when the incidents that gave rise to the grievance occur or came to attention.

4.12 A personal grievance can only be raised outside this time frame with the agreement of the employer, or in exceptional circumstances.

## 5. Procedure

5.1 Complaints

Step	Responsibility	Record
1. All formal complaints are to be made in writing and can be addressed to the CEO:  FETS CEO P O Box 31-196 Lower Hutt 5040		
2. FETS CEO is advised on the complaint and awaits arrival of any formal documentation completed	CEO	Letter of Complaint
3. CEO gathers all relevant information about the complaint <i>Note - If the complaint is of a serious nature, FETS may involve other agencies, including the Police Service</i>	CEO	
4. CEO interviews complainant and / or FETS staff member if involved	CEO	
5. Formulates a Draft Action Plan to deal with the incident / event	CEO	Draft Action Plan
6. Discusses with the Complainant (and their Manager if required) the Draft Action Plan to ensure that the plan deals with the event satisfactorily	CEO	
7. Implements the Action Plan and/or discusses with FETS staff member what has been agreed	CEO	Action Plan
8. Ensures any follow up review is in place to carry out checks on this system / person to ensure it is appropriate and effective	CEO	
9. If the complainant(s) is not satisfied with the outcome, they may contact NZQA. They can also lodge an Appeal in writing to the CEO within three weeks of being notified of the outcome of the initial complaint.	Complainant	Complaint Lodged
10. Record the complaint and outcome on the Formal Complaints Register, and file all paperwork	Quality Manager	Formal Complaints Register

## Related documents/forms/files

[NZQA - how to make a complaint](#)

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<b>Version</b>	<b>Description change</b>	<b>Date</b>
2	Policy and procedure reformatted	June 2017
3	Role changes and link added	February 2019

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End of document: "Complaints"

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