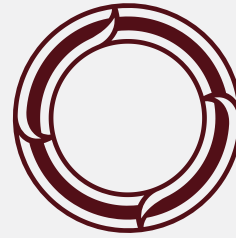


COMPLAINTS FORM



**TE
MAHI
AKO**

We recognise that things don't always go to plan with study and that life can sometimes be complicated. Skills Active Te Mahi Ako is committed to helping you succeed with your study. We are also dedicated to working with employers to create safe and respectful learning environments for you.

You might experience problems with your course and associated assignments. The behaviour of other learners/ākonga, Te Mahi Ako staff, or others involved in your learning journey might also be a concern.

Te Mahi Ako has processes and a team in place to support you personally and academically. We will work with you to try to resolve any issues of concern to you. It is important to us that you feel able to report any problems you have relating to the course and to tell us about any incidents which make you feel unsafe when studying.

You can access our confidential reporting mechanism by using this form. If you have trouble filling out the form you can contact the General Manager of Engagement on 0508 475 455.

Alternatively you can email learnerservices@temahiako.org.nz and one of our team will get in touch with you.

Emergencies

The Te Mahi Ako ākonga support team is not a crisis service. If you or anyone you care about is in immediate danger or a danger to others, then you must contact 111.

Click here for a [list of helplines and support channels](#) including after-hours services.

Name

Date

Email

Phone

Connection to Te Mahi Ako if you are not a learner

Friend

Family member

Member of public

Colleague

Best time to contact you

Description of complaint. Please provide as much detail as possible.

Once your form is completed, please send it to learnerservices@temahiako.org.nz

The following Te Mahi Ako policies may be relevant to your complaint. You can find these policies in our Policy Manual, on the [Forms page](#) on our website:

- Equal Education Opportunities Policy
- Ākonga Charter Policy
- Staff Charter Policy
- Ākonga Conduct and Discipline Policy
- Ākonga Complaints/Grievances Policy

If you are not satisfied with the outcome of your complaint, domestic and non-domestic learners can escalate the matter to the following authorities.

If your concern relates to:

- a. Support services, pastoral care, quality of your programme or the management of Te Mahi Ako, contact [NZQA](#)
- b. A financial or contractual issue, contact [Study Complaints](#)

If you are uncertain which dispute resolution scheme applies to you, you can email risk@nzqa for help.