



**PORT + CRANE
ACADEMY**
OF NEW ZEALAND

LEARNER COMPLAINTS AND CONTINUOUS IMPROVEMENT

PCANZ has a transparent process for learner complaints to ascertain and support a fair resolution. The complaints procedure is included in the course prospectus which is distributed and verbally highlighted during orientation.

A list of external organisations to assist in the complaints procedure, if unable to be resolved internally, are provided in the course prospectus, including the Disputes Resolution Scheme (DRS). PCANZ respects and acknowledges that complaints can offer opportunities to improve services and/or systems. We are committed to upholding cultural safety and Te Tiriri o Waitaangi principles throughout the complaints process.

PROCEDURE

1. The learner talks to the person/s involved if possible, to find a solution, or to address the issue with PCANZ they contact the PCANZ General Manager
2. If the learner feels their complaint has not been addressed by the PCANZ General Manager, they can raise this further internally using the PCANZ complaints form. The complaint form includes details on dates, events, names of those involved, and the resolution anticipated
3. PCANZ Management must respond to learner complaints within 5 working days, and remain open until PCANZ has provided final feedback and/or resolution
4. If the complainant is not satisfied with the resolution provided by PCANZ, the learner is directed to the relevant external agencies (Office of the Ombudsman; [NZQA](#); [iStudents](#))
5. All complaints are recorded in the Complaints Register. Trends in complaints are reviewed quarterly by management and reported to the Board to inform improvements.

RESPONSIBILITIES

Director

- Investigate and respond to escalated complaints

General Manager

- Investigate and respond to learner complaints
- Record and advise Director and Governing Members of complaints and resolutions
- Maintain complaints register and update learner profile.



LEARNER APPEALS

PCANZ maintains a robust system of assessment and moderation facilitated by experienced Learning & Assessment Partners. If a learner is not satisfied with the result of an assessment, they are able to appeal the decision in writing. All appeals will be considered and responded to.

PROCEDURE

1. The learner completes and submits a written appeal to their Learning & Assessment Partner, within 5 days of receiving their results
2. The Learning & Assessment Partner contacts the learner to gather relevant information and discuss the appeal within 5 working days of the appeal being received
3. The assessment results are reviewed by the General Manager within 20 working days and either:
 - a. The original assessment result stands
 - b. A new assessment result is determined, and resolution is met
 - c. The learner completes a re-assessment, and the new result is recorded, and resolution is met.
4. At any point in the procedure a learner can include a support person. Support persons may include whanau, pastoral support staff or a nominated advocate
5. If a resolution is not met internally, or the learner is not satisfied with the outcome, the learner will be directed to the appropriate external agencies (refer to TEDR, NZQA, as noted within complaints procedure)
6. The appeals procedure is documented in the Appeals Register. Appeal outcomes and supporting documentation are reviewed during internal moderation cycles and included in EER evidence.

RESPONSIBILITIES

General Manager

- Manage the Appeals process
- Maintain appeals register and update learner profiles

Learning & Assessment Partners

- Notify the General Manager immediately when an appeal has been received
- Contribute to appeal investigations and update the General Manager.