Complaints Policy and Process

Version	Published Date	Changes made	Policy Owner	Review date
1.0	10/3/25	*Initial draft*	Doug Pouwhare – Executive Officer	Jan 2026

Policy Statement

At GRIP, we are committed to creating a safe, supportive, and respectful learning environment. We value feedback and recognise that concerns or complaints may arise. When they do, we aim to resolve them fairly, promptly, and respectfully.

Our Commitment

We believe that ākonga/learner have the right to be heard, to express concerns without fear, and to have their complaints addressed in a timely and transparent way. Feedback helps us improve the quality of our programmes, people, and processes.

Scope

This policy applies to all ākonga/learner enrolled in any GRIP programme. It outlines how you can raise concerns or complaints about:

- Teaching and learning
- Programme delivery
- Assessment and feedback
- Kaimahi (staff) interactions
- Discrimination, bullying, or harassment
- Breaches of your learner rights

Complaints Process

Step 1: Informal Resolution

We encourage you to first raise your concern informally with your tutor, mentor, or a member of our support team. Many issues can be quickly resolved this way.

Step 2: Formal Complaint

If you're unable to resolve the matter informally, or feel uncomfortable doing so, you can make a formal complaint.
Please submit your concern in writing to our team via complaints@industrypathways.co.nz
Your complaint will be acknowledged within 5 working days, and we will begin an investigation.

Step 3: Investigation and Response

All formal complaints are treated with confidentiality and respect. An impartial GRIP team member

will conduct an investigation and work with all parties involved to find a fair resolution. We aim to respond in a timely manner and will keep you updated throughout the process.

Step 4: Appeal

If you're not satisfied with the outcome, you can request a review by contacting GRIP Senior Management. A senior team member who was not previously involved will review your case and provide a final decision.

Support Available

We know that raising a concern can be difficult. Our team is here to support you throughout the process. You are welcome to bring a support person or advocate at any stage.

External Support

If you believe your concern hasn't been resolved fairly, you may choose to raise it with an external agency, such as:

- NZQA – New Zealand Qualifications Authority (if it relates to assessment or qualifications)
- TEC – Tertiary Education Commission (for general concerns about education providers)

We're Listening

Your voice matters. Whether it's a concern, a complaint, or a suggestion—we welcome the kōrero. Together, we can continue to improve and create a positive learning space for everyone.