

Complaints Procedure

Purpose

1. This policy is designed to provide JITO with a means of dealing with all complaints in a professional, fair and understanding manner. We aim to ensure all customers have their complaints dealt with fairly, thoroughly and promptly to resolve the grievance as quickly as possible.
2. This policy is also intended to assist us in identifying the best way of modifying systems or processes, where modification will prevent further complaints and/or enhance the service provided. Through this process we aim to continually enhance the level of service provided to customers/clients.

Policy

3. Any person may lodge a complaint with JITO about any matter over which JITO has control that he or she considers gives grounds for a grievance.
4. It is not possible to specify all the grounds for complaints but some examples could include:
 - Training Provider accreditation appeal
 - Appeals against outcomes of assessments
 - Moderation appeals
 - Complaints about the conduct of a staff member of JITO
 - A complaint about the conduct of a JITO registered assessor
5. All complaints are to be treated in the strictest confidence.
6. Our emphasis is on achieving understanding, resolving as many issues as possible, and preventing future complaints.
7. All investigations into complaints received will take into account the rights of the complainant and any individual whom the complaint involves.
8. Complaints are an important component of customer feedback. We will ensure that all feedback is communicated to the appropriate staff.

Procedure

Informal Complaint Resolution

9. Where possible, the complainant should endeavor to raise and resolve the issue as close as possible to its point of origin (the source of the grievance) as soon as possible after the event. Formal complaints procedures should generally only be utilised where attempts at informal resolution have been unsuccessful or would not be in the best interests of the complainant.

Written Complaints

10. Where an informal approach is not in the best interests of the complainant, or where the complainant does not feel that informal resolution has produced a satisfactory outcome, a written complaint should be lodged with the JITO National Training Manager. Where the complaint directly relates to the JITO National Training Manager, it should be sent to the JITO Chief Executive.
11. A written complaint must contain a clear statement of the grounds for the complaint and supporting documentation or evidence where appropriate.
12. The JITO staff member receiving the complaint will send written acknowledgment of the complaint to the complainant within 3 working days of receiving the complaint and begin an investigation into the complaint within 5 working days of receiving the complaint.
13. Investigation of the complaint may include, where appropriate, interviewing the individual concerned, and obtaining statements from any individuals who may be involved in the matter.
14. Where individual staff members are under investigation, they should be encouraged to seek support and advice. The Chief Executive is responsible for ensuring this option is discussed with staff involved in the investigation.
15. The complainant will be offered the opportunity of further information/clarification following the investigation. A letter addressing all elements of the complaint will be sent to the complainant at the conclusion of the investigation. Such a letter may also outline changes in practice JITO is instigating to correct and/or improve issues highlighted.
16. Where further investigation is required, the coordinator of the complaint will keep the complainant fully informed of progress in writing, and negotiate a revised timeframe if necessary.

17. If at any stage it appears likely that legal action may arise, the coordinator of the complaint shall advise the Chief Executive, who shall in turn advise the Board, and the JITO solicitors as soon as possible.

Appeals Procedure

18. Where the complainant is dissatisfied with the outcome of an investigation conducted by the National Training Manager into a complaint, they may appeal in the first instance to the Chief Executive. Such an appeal should be made in writing immediately upon receipt of the advice of the decision that the person wishes to contest. The statement must contain a clear outline of the grounds for the appeal, supporting documentation, and copies of any correspondence from the coordinator of the complaint.
19. If the complainant remains dissatisfied with the outcome following the review by the Chief Executive, they may appeal to the Board Chairperson, who shall be the final point of appeal within JITO.
20. If the complainant remains dissatisfied with the outcome following the review by the Board Chairperson, they may lodge a formal complaint with the Tertiary Education Commission.

Reporting / Monitoring of Complaints

21. The Chief Executive will ensure that all customer feedback and complaints are regularly audited.
22. All formal complaints and compliments will be recorded on a central register, which shall be maintained by the National Training Manager.
23. Anonymous complaints and compliments will also be reported upon and may be used for the purposes of training and development throughout JITO.

Accessibility of Complaints Policy

24. Information regarding the existence of the Complaints Policy is included in all JITO Training Handbooks, Moderation Handbooks, and is available on the JITO website at www.jito.org.nz.