

Complaints Policy and Process

Purpose

This policy explains how you can make a complaint about the Teaching Council of Aotearoa New Zealand (Teaching Council) and how your complaint will be handled.

Scope

This policy applies to complaints about the behaviour or service provided by Council staff or Board members. There is a different process for making a complaint about a teacher's or professional leader's conduct or competence. Please refer to [Reporting a Concern](#).

Background

The Teaching Council is an independent statutory body for the New Zealand teaching profession, representing over 100,000 registered teachers in New Zealand, from early childhood education, through to primary and secondary schooling, in English and Māori medium settings. Our governing board is supported by an organisation of about 100 employees working across key functions including customer service, professional services, registration, professional responsibility and corporate services.

When a concern or issue is raised with the Council we aim to respond promptly and responsibly and apply any learnings and service improvements that are identified as a result of a complaints process.

Policy statements

- › A person making a complaint will be treated fairly and with respect
- › Complaints will be acknowledged promptly (within 2 working days) and assigned to the relevant senior staff member to look into the issue or concerns
- › We will be objective, impartial and manage the matter confidentially in accordance with privacy obligations
- › We will respond to complainants in writing within reasonable timeframes, related to the seriousness of the matters raised.


Making a complaint

What is a complaint?

An expression of unhappiness or concern about a particular action, service, or decision which requires a response.

A complaint includes:

- dissatisfaction with the way we have followed our policies or procedures
- delays in responding
- failure to achieve good standards of service
- our behaviour or attitude.



A complaint could be made by:

- someone directly approaching a Teaching Council staff member
- a phone call
- an email or letter to an individual staff member, a manager, the Chief Executive, Board, or even the Minister
- part of an Official Information Act or Privacy Act request.

Any person may make a complaint. To help us to investigate and respond in a timely way, specific details of the incident, conduct, or behaviour giving rise to the complaint should be provided.

Complaints can be made in writing, in an email, or over the phone. Refer to our [contact](#) page for our address and phone details.

What happens when a complaint is received?

Complaints will be acknowledged within two working days. Complaints will be assessed and assigned to the relevant senior staff member who will look into your concerns. We will respond within reasonable timeframes related to the seriousness of the complaint, generally within 20 working days. Complex complaints may require more time; in those cases an update will be provided on an expected timeframe.

What if you are dissatisfied with the response to a complaint?

If you are not happy with our response to a complaint, please write to the Chief Executive within 30 days, providing the reasons why you feel that the response is not satisfactory. The Chief Executive will review the complaint response and respond as soon as possible, generally within 20 working days.

Where the complaint relates to the Chief Executive or a member of the board, the complaint should be referred to the Chair of the Board.

Review of Policy

This Policy will be reviewed by the Chief Operating Officer every three years, or sooner if warranted by internal or external events or changes. Changes to the Policy will be recommended by the Chief Operating Officer to the Deputy Chief Executive.

Owner:	Chief Operating Officer		
Approved By:	Deputy Chief Executive	Review Date:	26/11/2022
Date Approved:	26/11/2019	Revision Number:	Version 0.3