

## 2023 COMPLAINTS AND CRITICAL INCIDENTS REPORT

### INTRODUCTION

IMPAC Services Ltd (IMPAC) is a Private Training Enterprise (MOE 7324) committed to supporting our ākonga (students) and meeting our obligations under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

This report provides an overview of critical incidents that occurred in 2022 and complaints received in 2022.

### DEFINITIONS

| Term              | Meaning  |
|-------------------|--|
| Ākonga (student)  | An individual who is enrolled in or taking part in a IMPAC course.   |
| Client            | An organisation or organisation representative but not a ākonga (student).   |
| Complaint         | A complaint is received in writing and is identified as a formal complaint by the ākonga (student), client or IMPAC. It is a formal expression of dissatisfaction or grievance made by an individual, group, or organisation to seek resolution or redress for a perceived problem or issue. |
| Critical Incident | A significant event or situation that poses a serious risk to the life, health or safety, of an ākonga (student) during their training or while on IMPAC's site.   |

### COMPLAINTS AND APPEALS PROCESS

#### Disputes

IMPAC is committed, as far as it is able, to resolve disputes quickly and efficiently and at the appropriate level. In the event of IMPAC and yourself being in a dispute over any matter arising from the contract you have with IMPAC, both parties are required to use their best endeavours to resolve the dispute.

If this dispute cannot be settled by negotiation, then it shall be submitted to an independent person with relevant dispute resolution qualifications and/or experience, to make an impartial determination.

Both parties will jointly appoint this independent person. Both parties must then abide by this determination.

#### Confidentiality of Grievances

Your concerns will be handled in the strictest confidence and, if necessary, you will be referred to expert help outside the organisation. No information or documentation you have provided will be handed over to an outside organisation without your permission. The lodging of a grievance will not affect a student's ability to continue studying, or receiving other services they are eligible to from the organisation.

#### Make a complaint about IMPAC

If you have a complaint about IMPAC, you should use the procedure outlined on the following pages in the first instance.

It is your responsibility to discuss any grievances with personnel from IMPAC before you take these

grievances outside the organisation. After you have been given an opportunity to express your concerns, a plan will be developed to deal with the issue, in consultation with you. All discussions will be documented, and you will have access to this documentation.

For courses with NZQA assessment, and where a complaint is still not resolved satisfactorily, you may lodge a formal complaint with:

- The Tertiary Education Disputes Resolution Scheme; or
- To NZQA using the documents in the below links that explain the procedures - when, why and how – in making a formal complaint:
  - <http://www.nzqa.govt.nz/assets/About-us/Complaints.pdf>
  - <http://www.nzqa.govt.nz/assets/About-us/Complaints-Form.pdf>

### Complaints Procedures

IMPAC aims to assist all students to resolve any complaints, disputes and grievances as quickly and efficiently as possible. All students are entitled to a fair hearing. To ensure this happens, you may follow the steps outlined in the following procedure:

*If you are having problems with another person (student):*

1. Firstly, try to sort the problem out with the person concerned.
2. If the problem is not resolved, then approach your Trainer who will try to assist you to resolve the problem.
3. If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Trainer within 10 working days of the cause of complaint or grievance stating fully the matter for concern.
4. The Trainer shall reply formally in a written reply within seven days, with the decision to assist you to resolve the problem.

*For cases where complainant is not satisfied with the above:*

1. If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing within seven days of the receipt of written reply from Trainer, to the Head of Training, enclosing both the original letter of complaint to the Trainer and the latter's response.
2. The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within 10 working days.
3. You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem.

*If you have a concern or complaint regarding your course or course Trainer:*

1. Approach your Trainer who will try to assist you to resolve the problem.
2. If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Head of Training within seven days of the cause of complaint or grievance stating fully the matter for concern.
3. The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within seven days.
4. You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem.

### NUMBER OF COMPLAINTS AND INCIDENTS

| Type              | Number |
|-------------------|--------|
| Complaints        | 3      |
| Critical Incident | 1      |

### COMPLAINTS BREAKDOWN

| Identification # | Type             | Overview  | Outcome  |
|------------------|------------------|---|--|
| 1                | Ākonga (student) | During a training event a facilitator asked an ākonga (student) a question that was racially profiling the ākonga (student) | An apology was issued to the ākonga (student) by the trainer and IMPAC.<br><br>Follow up action taken with the specific trainer and a reminder raised to the overall team.                                 |
| 2                | Ākonga (student) | During training a ākonga felt that COVID-19 protocols were not being followed by others during training                     | Follow up action was taken including a one-on-one conversation with the trainer involved and a reminder to the wider team about following COVID-19 protocols   |
| 3                | Ākonga (student) | A ākonga made a complaint about the ethnicity options available in IMPAC's post-course survey.                              | This was followed up by the head of training with the ākonga and they were advised that IMPAC uses the NZQA list of ethnicities.<br><br>As an improvement IMPAC has now added two ethnicity field options. |

### CRITICAL INCIDENTS BREAKDOWN

| Identification # | Type          | Overview  | Outcome   |
|------------------|---------------|---|---|
| 1                | Medical Event | During training a ākonga (student) had a minor medical event. | The ākonga (student) did not require first aid or further medical treatment.<br><br>The ākonga (student) was supported by the trainer and IMPAC spoke to the venue about providing additional fans to help with room temperature. |

