

## 2024 COMPLAINTS AND CRITICAL INCIDENTS REPORT

### INTRODUCTION

IMPAC Services Ltd (IMPAC) is a Private Training Enterprise (MOE 7324) committed to supporting our ākongā (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 2023 and complaints received in 2023.

### DEFINITIONS

Term	Meaning
Ākongā (student)	An individual who is enrolled in or taking part in a IMPAC course.
Client	An organisation or organisation representative but not a ākongā (student).
Complaint	A complaint is received in writing and is identified as a formal complaint by the ākongā (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 ākongā (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

To protect the complainant their concerns will be handled in the strictest confidence and, if necessary, they will be referred to expert help outside the organisation. No information or documentation they have provided will be handed over to an outside organisation without their 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 and third-parties to resolve any complaints, disputes and grievances as quickly and efficiently as possible. All students and third parties 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 and ensure continuous improvement.

*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 and ensure continuous improvement.

*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 and ensure continuous improvement.

If a third-party has a concern or complaint about IMPAC:

1. Please contact IMPAC's training team (training@impac.co.nz or 0800 246 722) to discuss your concern or complaint.
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 and ensure continuous improvement.

## NUMBER OF COMPLAINTS AND INCIDENTS

Type	Number
Complaints	2
Critical Incident	4

## COMPLAINTS BREAKDOWN

Identification #	Type	Overview	Outcome
1	Ākonga	Ākonga contacted IMPAC about their NEBOSH results.	This was investigated internally and followed up with NEBOSH. NEBOSH did their own investigation, and a positive outcome was achieved for the ākonga. NEBOSH advised they would be providing additional training to the assessor.
2	Ākonga	Ākonga contacted IMPAC about their NEBOSH results.	This was investigated internally and followed up with NEBOSH. NEBOSH did their own investigation, and a positive outcome was achieved for the ākonga. NEBOSH advised they would be providing additional training to the assessor.

## CRITICAL INCIDENTS BREAKDOWN

Identification #	Type	Overview	Outcome
1	Altercation	A verbal and physical domestic altercation between two ākonga (students) during a course	Welfare checks were conducted with ākonga (students) and the police contacted. Both students were removed from the course.
2	Natural Disaster	Auckland flood during courses	Course was cancelled and ākonga (students) sent home safely early.

			Ākonga (students) where rebooked on later courses as appropriate.
3	Medical event	An ākonga (student) became unwell during training	First aid was administered by IMPAC staff and additional medical assessment was required.
4	Medical event	An ākonga (student) was operating equipment during training and had a medical event	Support was provided to the ākonga but first aid or further medical treatment was not required.

