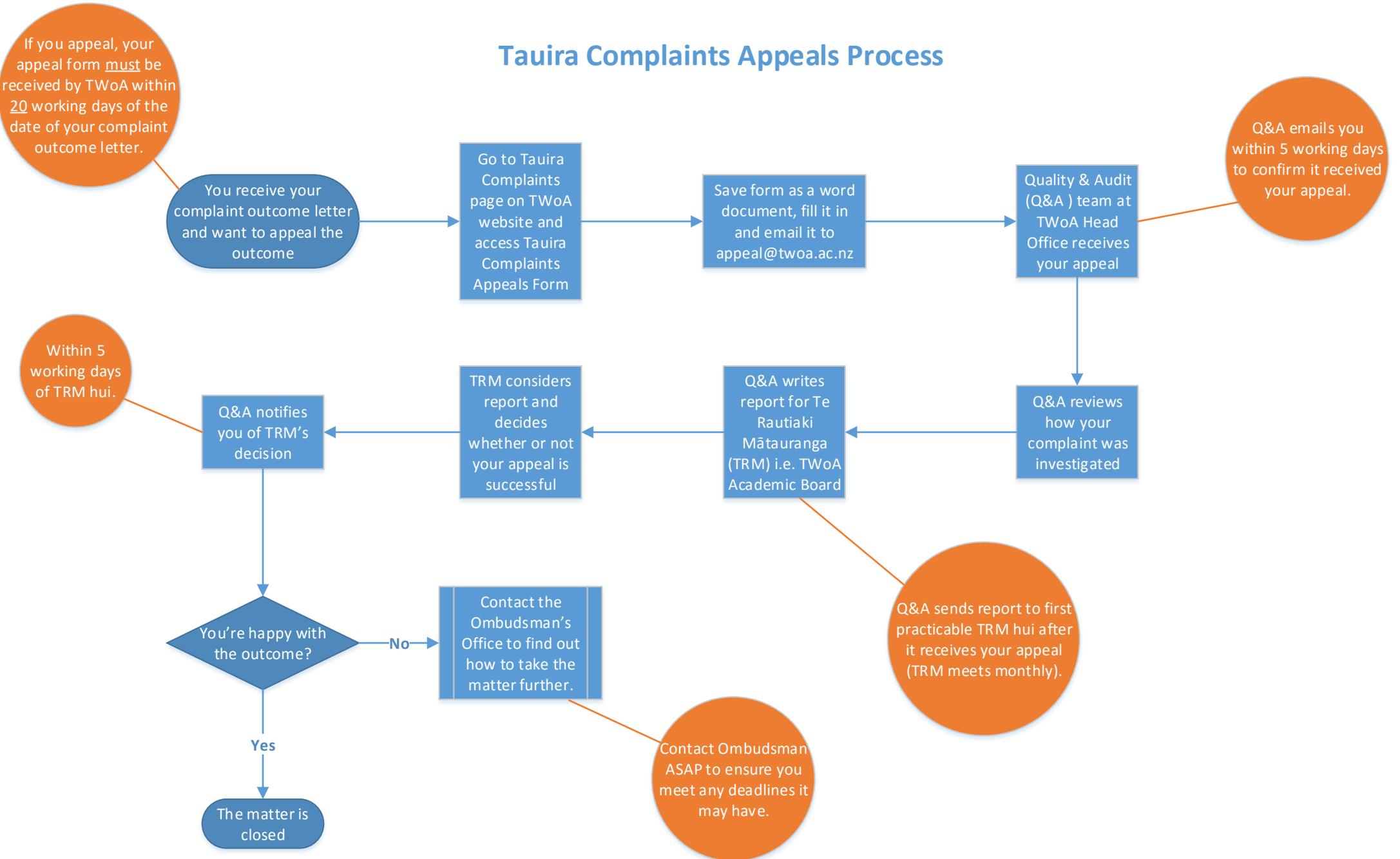


Tauira Complaints Appeals Process



Information for people wishing to appeal the outcome of a taura complaint

If you receive your taura complaint outcome letter and are unhappy with the outcome, you may appeal the outcome using the Wānanga's taura complaint appeals process.

Do people have to use the Wānanga's complaint appeals process? Can they go directly to an external agency instead?

People unhappy with the outcome of their complaint cannot bypass the Wānanga's appeal process and go directly to an external agency i.e. the Office of the Ombudsman. The Wānanga is entitled to address dissatisfaction with a complaint outcome. If someone does go directly to the Ombudsman's Office, it will ask the Wānanga if she or he used its appeal process. If the person hasn't, the Ombudsman will direct her or him to the Wānanga's appeal process. People must exhaust the Wānanga's appeal process before going to the Ombudsman.

What is an appeal?

When you apply to appeal the outcome of a complaint you are asking the Wānanga to check that the investigation of your complaint - and its outcome - was fair and thorough and in accordance with the Wānanga's taura complaints policy and process. An appeal application is not a request to reinvestigate the issue you originally complained about.

Is there an appeal application form I must use?

Yes. It can be found in the Taura Complaints gateway of the TWoA website.

Where do I send my completed appeal form?

Email it to: appeal@twoa.ac.nz You will receive an email within five working days confirming your appeal form has been received.

Is there a deadline I need to get my appeal form in by?

Yes. The Wānanga must receive your completed appeal form within 20 working days of the date of your complaint outcome letter. If the Wānanga does not receive an appeal form from you by this date it will consider your complaint closed. (This information is stated in the outcome letter.)

What happens when I send my appeal form in?

The Quality and Audit (Q&A) team in the Head Office of the Wānanga handles taura complaint appeal applications. They receive your appeal form and conduct an enquiry into the investigation of your complaint. They write a report recommending whether or not your appeal should be upheld.

Does someone talk to me about my appeal?

Yes. Within 10 working days of receiving your appeal form the Q&A staff member handling your appeal will contact you to discuss the appeal process, ask you questions about your appeal and answer any questions you may have.

Who decides my appeal?

Te Rautiaki Mātauranga (TRM) is the Academic Board of the Wānanga. One of its tasks is to consider and decide taura complaint appeal applications. It will consider the information in your appeal form and Q&A's report (see above) and make its decision.

TRM usually meets once a month. Q&A aims to complete appeal enquiries and submit their reports to the first practicable hui of TRM following the receipt of the appeal form. Staff must submit papers to TRM two weeks before the hui. This means there can be, on average, a period of six to seven weeks between the appeal being received and considered at a TRM hui.

How will I find out the outcome of my appeal?

Q&A will send you a letter stating TRM's decision - within five working days of the hui.

If TRM decides against my appeal – can I appeal their decision?

An appeal is the final step in the Wānanga's taura complaints process. If you wish to take the matter further you may lodge a complaint with the Office of the Ombudsman (www.ombudsman.parliament.nz). It is recommended you contact the Ombudsman's Office as soon as possible after receiving the appeal outcome to ensure you are complying with any deadlines it may have.

For further information:

Email Peter Denham in the TWoA Quality & Audit Team: peter.denham@twoa.ac.nz