**Learner Concerns and Complaints Process**

No

Yes

Learner has a concern or issue to be resolved

Concern resolved?

Concern closed

Discuss the concern with person or service area concerned

Learner Support Manager is available to support you

Send a formal complaint to ATNZ by: using the formal complaints form on the learner portal or completing the downloaded form and emailing this to complaints@atnz.org.nz

Learner is satisfied?

Where the learner is still dissatisfied, the learner may:

* Appeal the decision (academic process)
* Refer the complaint to NZQA, the Health and Disability Commissioner, or the Human Rights Commission (discrimination)
* the Student Dispute Resolution Scheme for financial and contractual disputes.

Learner is notified of non-staff related complaint outcome, in writing.

Complaint investigated

Complaint acknowledged within ten working days of receipt

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