

## WaiTech's commitment to the code

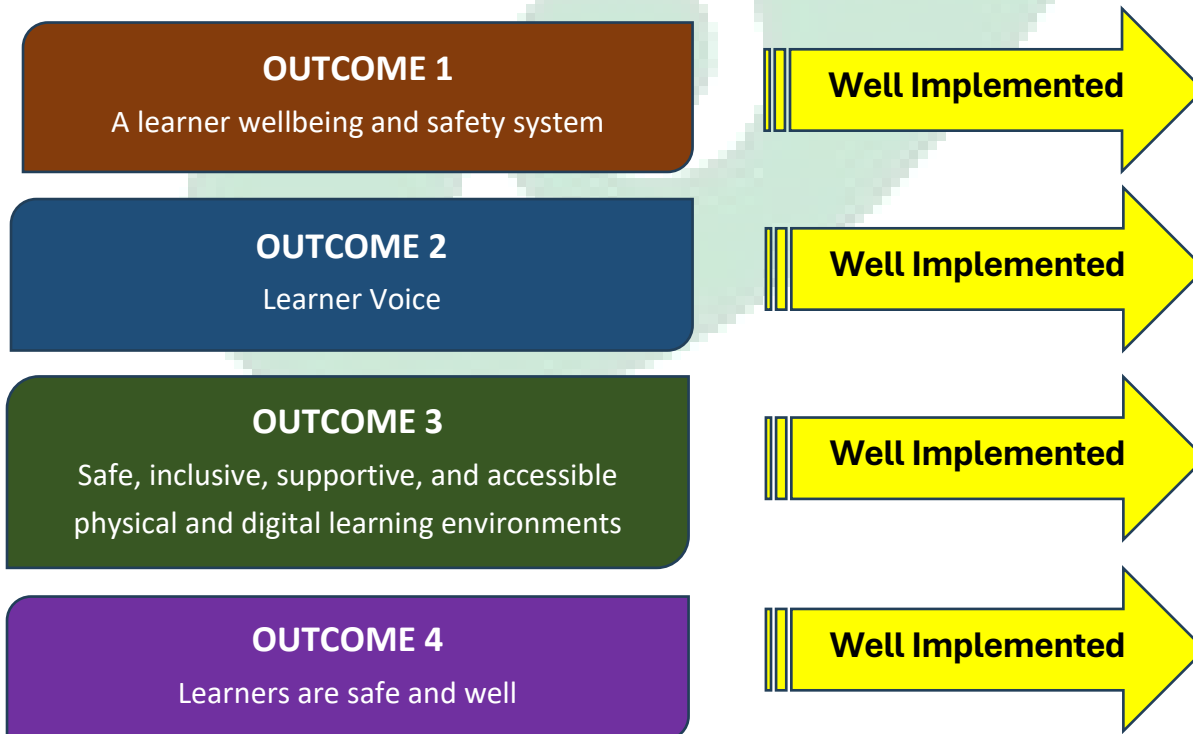
The Code sets out the requirements that WaiTech must meet for the wellbeing and safety of our ākonga

Under the Code, WaiTech will:

- take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of our learners
- understand and respond to diverse learner voices, wellbeing and safety needs in a way that upholds their mana and autonomy
- foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups
- support learners to manage their physical and mental health through information and advice and identify and respond to learners who need additional support

To promote transparency and accountability, WaiTech conducts an annual self-review to evaluate how well we are meeting the standards of the Code of Practice and to identify potential areas for future improvement.

## 2023 Self-Review Rating



# Complaints

This report is published on the WaiTech website to maintain transparency and build confidence in our complaint procedures.

## Complaints Process

Upon request by the ākonga, any complaints or concerns raised will be managed with strict confidentiality.



In the event the ākonga raises a complaint, we advise they first speak with their kaiako. If they feel it is not appropriate or are not satisfied with the kaiako response, they can put their concerns in writing to the Registrar.

Following consideration of the complaint and an investigation of the facts, the Registrar will advise the ākonga in writing of the outcome.

If this proves unsatisfactory, the ākonga may refer their complaint to one of the following:

### Pania Te Aonui – WaiTech Director

Ph: 021-740-804

[pania.teaonui@waiwhanau.com](mailto:pania.teaonui@waiwhanau.com)

For Financial or Contractual Disputes, contact:

### Tertiary Education Disputes Resolution

Ph: 0800-008-337 Website: [tedr.org.nz](http://tedr.org.nz)

## Complaints and Critical Incidents received during 2023

| COMPLAINTS   |            | Received | Investigated | Resolved | Ongoing  |
|--------------|------------|----------|--------------|----------|----------|
| <b>TOTAL</b> |            | <b>0</b> | <b>0</b>     | <b>0</b> | <b>0</b> |
|              | Programme: | 0        | -            | -        | -        |

| CRITICAL INCIDENTS |            | Received | Investigated | Resolved | Ongoing  |
|--------------------|------------|----------|--------------|----------|----------|
| <b>TOTAL</b>       |            | <b>0</b> | <b>0</b>     | <b>0</b> | <b>0</b> |
|                    | Programme: | 0        | -            | -        | -        |

*\*No Complaints or Critical Incidents received during 2023*