

TANZ eCampus Learner Concerns and Complaints Policy

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1. Purpose

TANZ eCampus Ltd provides services through its TANZ eCampus operations. The services include delivery of courses for Institutes of Technology and Polytechnics (ITPs) via an online delivery platform.

TANZ eCampus Ltd takes learner concerns and complaints seriously.

The purpose of this policy is to ensure that learner concerns and complaints are resolved in a timely, fair and equitable way and are part of a continuous process to improve service.

2. Scope

This policy, including associated procedures, applies to concerns and complaints raised by learners participating in the TANZ eCampus community, who may be enrolled in any of the participating ITPs.

A **concern** is about a matter that is affecting an individual, is important to them, that may be impacting on their learning, yet is not serious enough to be a formal complaint, and the person would like to have it resolved.

A **complaint** is a written adverse comment signed by the complainant. The complaint must contain sufficient detail to enable investigation

TANZ eCampus Ltd reserves the right not to progress:

- Anonymous complaints or complaints based on hearsay.
- Complaints made more than 90 days after an alleged incident.
- Complaints where the complainant is not willing to provide sufficient information to achieve a resolution.

3. Formal Delegations

TANZ eCampus Academic and Quality Manager can assist with interpretation or clarification of this policy and is authorised to make or approve exceptions to the policy.

4. Definitions

Advocate	A person who speaks on behalf of a complainant or a respondent.
Complaint	A complaint made in writing using the Learner Complaint Form (<i>Refer Appendix One</i>).
Complainant	The person who makes a complaint.
Concern	A written or verbal expression of dissatisfaction received from a learner which the learner does not wish to be escalated to a complaint
Learner	A learner enrolled through an ITP who is participating in the TANZ eCampus community, through the online delivery platform.
Mediation	A process by which a neutral, impartial and acceptable third party helps the disputing complainant and respondent to identify the issues in their dispute; to generate options; and consider alternatives so they can reach their own mutually acceptable solution. The focus of mediation is on the future relationship between the parties, not on allocating blame for past differences. A mediator will respond quickly and confidentially when asked to act and the aim of the process is to minimise disruption and stress.
Respondent	The person about whom a complaint is made.

<p>Support</p>	<p>Person or group able to provide support or advice to the complainant or respondent. A support person's role is to empower the complainant or respondent to speak for themselves with knowledgeable support.</p> <p>A support person cannot speak on behalf of the complainant or respondent.</p>
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5. Principles

TANZ eCampus provides a culture where it is safe for learners to voice their concerns and have them resolved in a timely, professional manner.

Wherever possible, **concerns** should be resolved by negotiation between the parties directly involved, with support, or through mediation. TANZ eCampus Advisors and TANZ eCampus Academic and Quality Manager can assist in resolving concerns.

If there is no resolution then the **complaints** procedure should be followed.

Principles of natural justice are incorporated as outlined below:

1. The respondent will be given all relevant information regarding the allegation, an opportunity to prepare and present evidence, and to respond to the arguments provided.
2. The person(s) deciding on the allegations will be impartial and make decisions based on a balance and considered assessment of the information. Decisions regarding allegations are based on logical proof or evidence.

A complaint may be withdrawn by the complainant at any time. The complainant will be asked to provide a rationale for the decision. TANZ eCampus Ltd reserves the right to progress complaints when it considers it to be appropriate.

Complaints are to be resolved as quickly as possible.

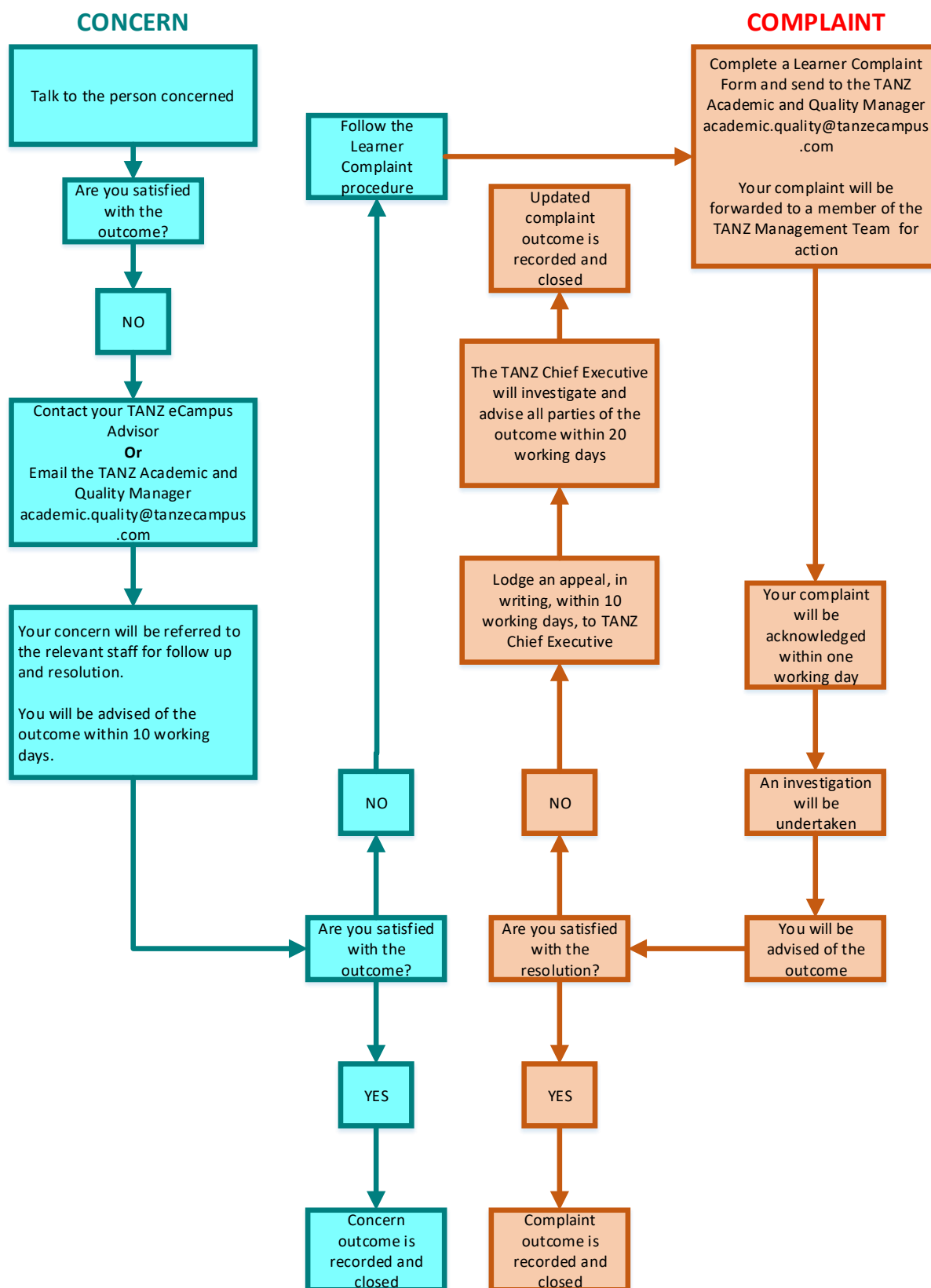
Complainants and respondents need to be prepared to assist the resolution process (e.g. attend meetings and provide information requested).

At any stage of the process any complaint may be referred to mediation where there is agreement by the complainant to participate in mediation.

TANZ eCampus Ltd will keep the enrolling ITP fully informed if one of their learners submits an official complaint, and the progress and outcome of any such complaint.

6. Associated procedures for the TANZ eCampus policy on: Learner Concerns and Complaints

DO YOU HAVE A CONCERN OR COMPLAINT?



7. References

7.1 Internal

TANZ eCampus Community Code of Conduct Policy
TANZ eCampus Privacy Policy

7.2 External

The Bill of Rights – Principles of Natural Justice
Privacy Act 1993

LEARNER COMPLAINT FORM

You should attempt, in the first instance, to resolve any concern by using a direct and informal approach to the individual concerned wherever possible. Your TANZ eCampus Advisor can also assist in resolving concerns.

If your complaint includes allegations about another individual, that person will be provided with a copy of all relevant documentation, including a copy of this completed complaint form.

NAME:		
DATE:		
COURSE TITLE:		
ADDRESS:		<input type="checkbox"/>
CONTACT NUMBER:		<input type="checkbox"/>
EMAIL:		<input type="checkbox"/>
PLEASE TICK YOUR PREFERRED CONTACT OPTION		
COMPLAINT DETAILS (Please include names of anyone you have already spoken to regarding the complaint). <i>Attach additional pages if necessary.</i>		
WHAT STEPS HAVE YOU TAKEN TO RESOLVE YOUR COMPLAINT?		
WHAT IS YOUR DESIRED OUTCOME?		

THANK YOU

Please email completed Complaint Form to: Jackie Rees, TANZ Academic and Quality Manager
jackie.rees@tanzecampus.com

Office Use Only

Date Received _____

File Number _____