

Complaint Procedure



Move Academy views complaints as an opportunity for improvement. It is Move Academy's Ltd policy to investigate, discuss and reach an acceptable solution to all complaints.

1. Should a learner have a complaint, encourage the learner to raise the complaint with their assessor as soon as possible.
2. If the complaint is of serious nature, encourage the learner to contact the Education and Quality Lead. This can be done by calling 098878470 or by email at helen@moveacademy.co.nz Complaints of a serious nature should be made in writing.
3. The Education and Quality Lead will consider the complaint, seek advice if appropriate and arrive at a decision and communicate that decision to the learner in writing within seven (7) working days

If the learner is still believing their complaint remains unresolved, advise the learner they can refer the matter to the National Qualification Authority at PO Box 160, Wellington.

The NZQA website contains a complaint kit to assist learners

<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-prvider>