

Transpower Governance Centre Document

Grid Skills Complaints Policy

Summary

This policy sets out Transpower's procedures and guidelines that Grid Skills uses to receive, address, and resolve complaints from learners, service providers, Transpower representatives, or any other stakeholders regarding our training, pastoral care, facilities, or interactions with our organisation.

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1. Purpose	1.1 Purpose and Objectives This policy outlines the principles and expectations that guide Transpower Grid Skills' approach to receiving, addressing, and resolving complaints from learners, service providers, Transpower representatives, or any other stakeholders regarding our training, pastoral care, facilities, or interactions with our organisation.
2. Principles	This policy is guided by the following principles: 2.1 Transparency: We are committed to maintaining open and transparent communication throughout the complaint resolution process. 2.2 Fairness: All complaints will be treated fairly and impartially, regardless of the complainant's status or relationship with Transpower. 2.3 Resolution: Complaints will, wherever possible, be resolved at the lowest appropriate level, with every effort made to address and resolve complaints closest to the point at which they arose, before escalation to higher levels. 2.4 Confidentiality: Confidentiality will be maintained throughout the complaints process, with information shared only with those directly involved in the resolution. 2.5 Timeliness: Complaints will be addressed promptly, with efforts made to resolve them within a reasonable timeframe. 2.6 Support: Learners are welcome to have a support person/ advocate present at any stage of the complaints process. 2.7 Continuous improvement: Insights gained from complaints provide opportunities for improvement.
3. Scope	3.1 This policy applies to all individuals who have a complaint related to Grid Skills, whether they are ākonga (learners), service providers, Transpower staff, or any other relevant stakeholders.
4. Lodging a complaint	4.1 Complaints may be submitted by individuals or groups. 4.2 Learners must complete the designated Complaint form. A link to the online form is available on the Transpower website

- www.transpower.co.nz. The form is also included in the learner handbook and the learner feedback forms shared with all learners.
- 4.3 External stakeholders, such as Service Providers, may submit a complaint in writing via email to gridskills@transpower.co.nz or a letter.
- 4.4 Where the complainant is a learner, they are encouraged to talk to the trainer before completing the Complaints Form.

5. Recording and analysis

- 5.1 All complaints, their resolutions, and related communication are recorded for legal and improvement purposes. This information is used to identify trends and areas for organisational enhancement. Frequency of complaints, and any learnings and improvements stemming from these are to be reported:
- a) To the Grid Skills Governance Committee (quarterly)
 - b) In the annual Grid Skills Pastoral Care Report (annual)
 - c) In the NZQA Self-Assessment Review (Annual)
- 5.2 High risk complaints must be reported to the Head of Sector Workforce Development immediately.

6. Training

- 6.1 All Grid Skills team members likely to be involved in the complaints process will receive appropriate training to ensure they understand the principles and expectations outlined in this policy.

7. Related policies, procedures, guidelines, and legislation

- 7.1 [The Education \(Domestic Tertiary Student Contract Dispute Resolution Scheme\) 2021](#) (introduced in January 2022).
- 7.2 Grid Skills Complaints Procedure
- 7.3 [Concerns & Complaints Form](#)
- 7.4 Disciplinary Procedure (Grid Skills Learner)
- 7.5 [Learner Non-attendance & Withdrawal Policy](#)

8. Document information

- 8.1 Summary of changes

Document History			
Version No.	Affected Section	Change	Date
1	Whole document	Transition to controlled document from Grid Skills document system.	July 2024
Approval note	Whole document	Previous procedures approved by Lynda Doyle	

	2	Whole document	• Mention of concerns deleted throughout policy. • 2.3 added • 2.7 added • 4 a, b, c and d removed to be captured in the newly created Complaints Procedure document. • 4.2 and 4.3 added • Third sentence under 5.1 deleted • 5.1 c) added • 5.2 added • Language improved throughout document • Whole document endorsed by QAAP and approved by HSWD	July 2025
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8.2 Document Contact is the Head of Sector Workforce Development at gridskills@transpower.co.nz.

8.3 For further document information such as approval details, review period and document ownership please consult the [Governance Centre Register](#).

9. Policy approval

9.1 Policy approved by Head of Sector Workforce Development

Policy Owner	Head of Sector Workforce Development
Effective Date	July 2025
Review Frequency	Two years
Next review date	July 2027
Approval Note (if applicable)	