

# NANIKŌKĪ

**NaniKōkī Complaints Procedure** - Last Reviewed: 24/09/2025

## **NaniKōkī Complaints Procedure**

At NaniKōkī, we are committed to providing an inclusive, high-quality learning experience for every delegate. We recognise that from time to time, concerns or dissatisfaction may arise, and we view all feedback — positive or negative — as an opportunity to improve our services.

This procedure outlines how learners can raise a complaint and how it will be handled fairly, respectfully, and promptly.

### **1. Informal Resolution**

- 1.1. We encourage all learners to raise any concerns informally as soon as possible.
- 1.2. In many cases, issues can be resolved quickly and effectively through open discussion during the training period or via email.
- 1.3. Informal complaints should be directed to: [resolutions@nanikoki.co.uk](mailto:resolutions@nanikoki.co.uk)

### **2. Formal Complaint Process**

If the matter is not resolved informally, or if a learner prefers to make a formal complaint, the following steps apply:

#### **2.1. Submission of Complaint**

- Complaints must be submitted in writing to: [resolutions@nanikoki.co.uk](mailto:resolutions@nanikoki.co.uk)
- Please include:
  - Your full name
  - Course title and date
  - A clear description of the issue
  - Any supporting evidence
  - The outcome you are seeking

#### **2.2. Acknowledgement**

- Complaints will be acknowledged within 3 working days of receipt.

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## **2.3. Investigation**

- A full investigation will be carried out, which may involve:
  - Reviewing course materials and assessments
  - Speaking with relevant parties (if appropriate)
  - Reviewing feedback and correspondence

## **2.4. Outcome**

- You will receive a written response within 10 working days of acknowledgement.
- The response will outline:
  - The findings of the investigation
  - Any actions taken or proposed
  - Whether your complaint has been upheld or not

## **3. Escalation**

If you are dissatisfied with the outcome, you may escalate the complaint in writing, outlining the reasons for your dissatisfaction. This will be reviewed independently and a final decision issued within 10 working days.

## **4. Confidentiality & Record Keeping**

- All complaints will be handled sensitively and in line with our data protection policy.
- A log of complaints and outcomes will be securely retained for internal quality assurance and external auditing if required.

## **5. Equal Treatment**

We do not tolerate discrimination, victimisation, or retaliation against any learner who submits a complaint. All matters are treated with impartiality and respect.

## **6. Review of Complaints Policy**

This policy is reviewed annually to ensure it remains relevant, accessible, and effective.