

## Complaints Procedure



### How to make a complaint

If you have an issue about something, for example a problem with your Assessor or the assessment process:

1. Speak to your Assessor in the first instance.
2. If you are not satisfied with the outcome or if the issue is with your Assessor and you want to talk to someone other than the Assessor then you can contact our Head Office on 0800 929 8646, [contact@innovative.ac.nz](mailto:contact@innovative.ac.nz) or write to The Directors, Innovative Hospitality, P.O. Box 173 Greytown 5742.

### **Lodging a Complaint with NZQA**

**If you wish to lodge or discuss a complaint regarding a provider, you always have the right to contact NZQA as follows:**

#### Write to:

**NZ Qualifications Authority  
P.O. Box 160  
Wellington**

**Or ring 0800 697 296**

**Or lodge a complaint on-line via NZQA's website [www.nzqa.govt.nz](http://www.nzqa.govt.nz)**

The Directors

## Assessment Appeals Procedures



### If the following applies to you

- You did not pass your assessment, or
- You are not happy with your assessment result, or
- Your assessment was suspended or cancelled due to a breach of our Behaviour Guidelines ;

This is a summary only. For the full version of our Policy & Procedures on Re-sits & Appeals please contact us on 0800 929 8646 or [contact@innovative.ac.nz](mailto:contact@innovative.ac.nz)

### This is what you can do

1. In the first instance, talk about it with your Assessor.
2. If you are not happy with the outcome of the discussion with your Assessor, you can make a formal request for a written assessment to be re-marked or in the case of a practical assessment for it to be reviewed.
3. This formal request should be made through your Assessor who must consider your request.
4. Your request should be made within 14 days of your initial discussion with your Assessor.
5. Your request can be verbal or in writing.
6. There will be no charge for re-marking or reviewing your assessment.
7. Your Assessor will advise you within 14 days of the results of your assessment re-marking or review.

### What happens if you do not agree with this decision of your Assessor?

If you do not agree with the decision of your Assessor you may make a formal request to our 'Appeals Committee'.

You must make this formal request to the 'Appeals Committee' in writing to addressed to The Appeals Committee, Innovative Hospitality, P.O. Box 173 Greytown 5742 or send by email to [contact@innovative.ac.nz](mailto:contact@innovative.ac.nz) and it must be made within 14 days of your Assessor advising you of their decision.

The 'Appeals Committee' can consider a request for

1. an extension of time to submit an assessment
2. a review or re-marking of an assessment
3. a re-assessment

You will be advised in writing within one month of the 'Appeals Committee' decision and may also be advised verbally.

The decision the 'Appeals Committee' makes is final and no further appeals will be considered. However this does not remove your rights under the laws of New Zealand, nor does it remove your rights to pursue any matter further through the courts or any other body should you wish to do so, including Ringa Hora and NZQA.

The Directors