



# Complaints Policy

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VERSION 1

**Auckland Head Office**  
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This policy applies to anyone wanting to provide feedback or complain to The Network For Learning Limited (referred to in this policy as “we”, “us” or “our”), whether students, teachers, principals, parents or anyone else.

## **Our commitment**

We want to make sure that your experience with us is everything you expect and more. If for any reason you are unhappy with anything we have done, please let us know so that we can resolve the situation to your satisfaction. If you have any suggestions on how we could do even better, we would love to know that too.

## **Your rights**

You have the right to:

- be treated with courtesy, respect and fairness at all times;
- have access to information about our services, your records (if applicable) and any feedback you provided;
- provide feedback or raise a complaint if you are unhappy in any way; and
- seek independent advice or assistance if you are not satisfied with our resolution of your complaint.

## **Contacting us**

To raise a complaint or provide feedback:

- call us on 0800 LEARNING;
- email us at [complaints@n4l.co.nz](mailto:complaints@n4l.co.nz); or
- write to us at Complaints Officer, The Network for Learning Limited, PO Box 37 118, Parnell, Auckland 1151.

If you are raising a complaint, please ensure that you provide your name and contact details, clearly explain the issue, and state that it is a complaint. Alternatively, our staff can assist you in raising a complaint and ensuring you are put in touch with the appropriate team to resolve it.

## **After you raise a complaint**

If you call us to raise a complaint, we will try to resolve your complaint there and then. If further investigation is required, we will advise you of an expected resolution time. We will also give you sufficient information to ensure you can enquire about the progress of your complaint.

If you raise a complaint by email or letter, we will acknowledge it within 3 working days . We may need to contact you to further understand your complaint or obtain additional details. We will keep you informed of progress and the expected resolution timeframe, or if the problem is of a very complex nature and will exceed the initial resolution timeframe.

## **Other advice**

In addition, you may seek advice or assistance from the Disputes Tribunal, the Privacy Commissioner (for privacy issues), the Commerce Commission (for fair trading issues), the Citizens Advice Bureau, your Community Law Centre or your lawyer. If you are an N4L customer, you may also want to progress the dispute through the dispute resolution process in your contract with us.