



Complaints Resolution Policy & Process.

Policy Statement

Putty is committed to providing high-quality training services and maintaining positive relationships with our students. We recognise that complaints may arise from time to time, and we are dedicated to addressing these concerns promptly, fairly, and effectively. This Complaints Resolution Policy outlines our commitment to resolving complaints in a transparent and efficient manner.

Scope

This policy applies to all students and stakeholders who wish to make a complaint regarding our training services, facilities, staff, or any other aspect of our operations.

Complaints Procedure

Step 1: Lodging a Complaint

Students or stakeholders who wish to make a complaint should do so in writing, either by email, letter, or through our online complaint form found on our website. Complaints should include the following information:

- Name and contact details of the complainant.
- Nature of the complaint, including relevant details and any supporting documentation.
- Desired outcome or resolution sought by the complainant.

Complaints can be submitted to our Managing Director, that email address is hello@putty.co.nz.

Acknowledgment

Upon receiving a complaint, we will acknowledge receipt within 2 business days. The acknowledgment will confirm that the complaint has been received and provide an estimated timeframe for resolving the issue.

Investigation

The Managing Director will conduct a thorough investigation into the complaint, which may involve gathering additional information, interviewing relevant parties, and reviewing relevant documentation. The investigation will be conducted impartially and with confidentiality maintained to the extent possible.

Resolution

Once the investigation is complete, we will communicate the outcome of the complaint to the complainant in writing. If the complaint is upheld, we will propose appropriate remedial action to address the issue and prevent recurrence. If the complaint is not upheld, we will provide a clear explanation of the reasons for this decision.

Appeal

If the complainant is not satisfied with the outcome of the complaint, they may request a review of the decision. Appeals should be submitted in writing within 10 business days of receiving the outcome of the complaint. The appeal will be reviewed again by the Managing Director.

Final Decision

The final decision on the complaint will be communicated to the complainant in writing, including the rationale for the decision. This decision will be considered final, and no further appeals will be accepted.

Confidentiality and Documentation

All complaints and related information will be treated with the utmost confidentiality and handled in accordance with applicable privacy laws. Records of complaints, investigations, and resolutions will be maintained securely and confidentially.

Review and Improvement

This Complaints Resolution Policy will be reviewed regularly to ensure its effectiveness and relevance. Feedback from complainants will be considered in the review process, and any necessary updates or improvements will be implemented accordingly.

This Complaints Resolution Policy and Process is intended to demonstrate our commitment to addressing complaints promptly and fairly, with the ultimate goal of maintaining high levels of student satisfaction and continuous improvement in our training services.