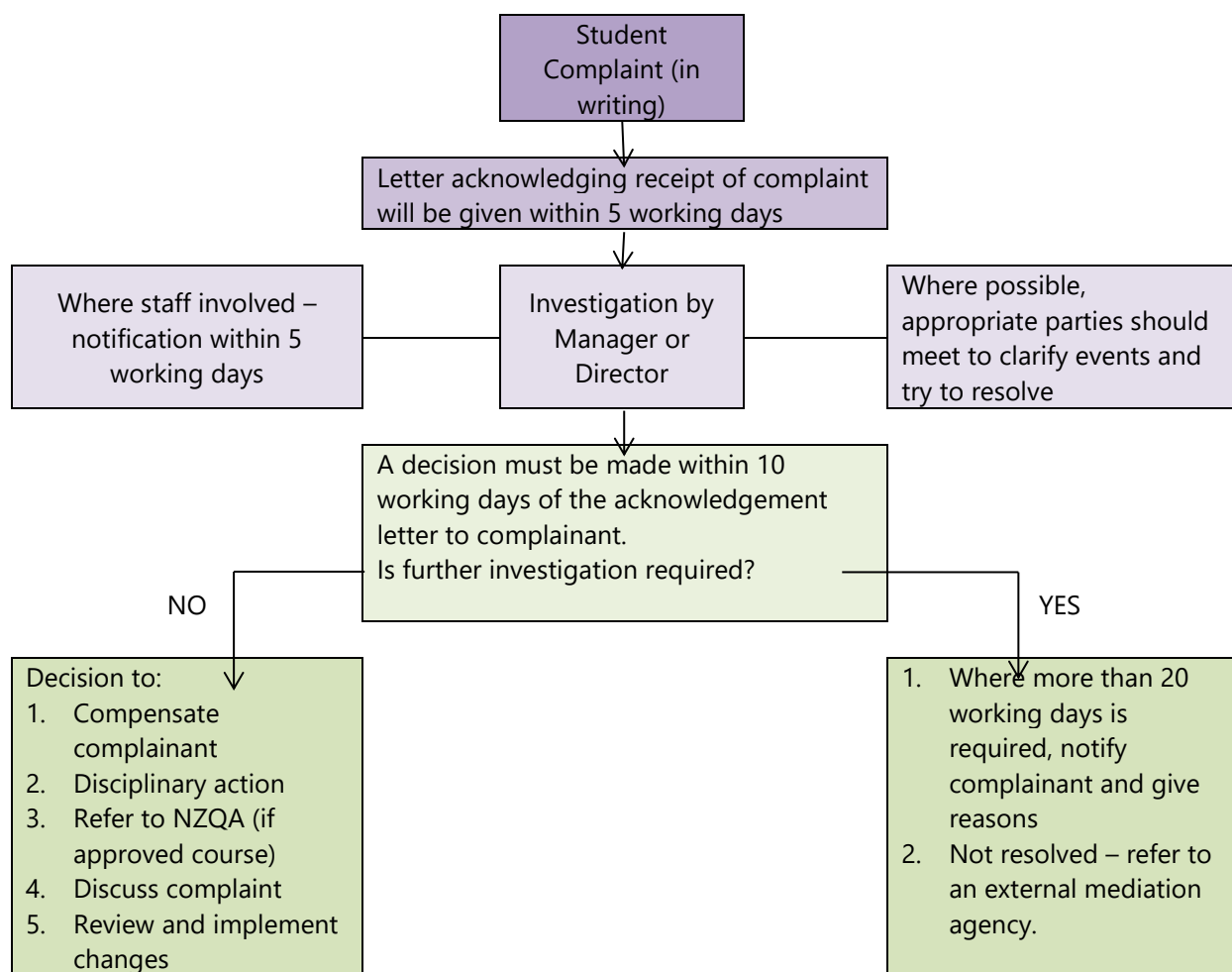


## Complaints Procedure

This procedure ensures that all matters of concern in relation to Family Planning Clinical and Health Promotion Training and Development programmes and courses are given an opportunity to be heard, verified and resolved as part of a continuous process to improve client service.

Any student who wishes to express a concern, provide feedback or make a complaint about a service, practice, another student or staff member, should in the first instance address the issue with the educator/session presenter. If a discussion with the educator/presenter does not resolve the matter to the student's satisfaction, a written complaint may be lodged.



If the matter concerns the Cervical Smear Trainers course (accredited by the New Zealand Qualifications Authority (NZQA) and is not resolved to the student's satisfaction, they may approach NZQA which has a process for complaints about providers.

**Reviewed and updated: December 2017**