

COMPLAINTS RESOLUTION PATHS

<i>complainant</i>	<i>in relation to</i>	<i>1st step: complainant to</i>	<i>2nd step if first unsuccessful</i>	<i>3rd step if second unsuccessful</i>
learner	kaimahi	discuss with kaimahi	take concern to kaiwhakahaere	take concern to Executive
learner	kaiwhakahaere	discuss with kaiwhakahaere	discuss with Executive	formal complaint to Executive
learner	other learner	discuss with other learner	discuss with kaiako	take concern to kaiwhakahaere
learner	Executive	discuss with Executive	formal complaint to AWEA Executive	may go to independent mediation
kaimahi	learner	discuss with learner	discuss with education manager	discuss with kaiwhakahaere
kaimahi	kaimahi	discuss with kaimahi	discuss with kaiwhakahaere	take concern to Executive
kaimahi	kaiwhakahaere	discuss with kaiwhakahaere	discuss with Executive	formal complaint to Executive
kaimahi	Executive	discuss with Executive	formal complaint to Executive	may go to independent mediation
kaiwhakahaere	kaimahi	discuss with kaimahi	discuss with external supervisor	discuss with Executive
kaiwhakahaere	Executive	discuss with Executive (may discuss with external supervisor as well)	formal complaint to Executive	may go to independent mediation
Executive	kaimahi	discuss with kaiwhakahaere ¹	depends of outcome of first step and nature of complaint	
Executive	kaiwhakahaere	discuss with kaiwhakahaere	formal complaint to kaiwhakahaere	may go to independent mediation
external party	AWEA at any level	discuss with kaiwhakahaere	formal complaint to kaiwhakahaere	depends on outcome of previous step
AWEA at any level	external party	discuss with kaiwhakahaere	Executive decides whether to proceed with complaint	

NB: in employment disputes, terms of employment agreement prevail over this policy

¹ this situation is an exception to the general principle of going directly to person first, because the kaiwhakahaere is responsible for actions of kaimahi and because kaiwhakahaere needs to know of any concerns