



Annual Self Review Report 2023-2024

KIWA's commitment to our Tauira and Kaiako (Learners and Staff)

We are Maori owned, led and operate under the principles of Te Kahui Whaikairangi, Uenuku being our key guiding principal through which Te Ao Wairua, Te Ao Maori, Te Ao Mārama and Te Ao hurihuri are articulated. The principle of Whakawhanaungatanga ensures all Maori and non-Maori Tauira and Kaiako feel safe, included and supported,

Within the properties owned and programmes delivered by KIWA, Tauira safety and wellbeing are not a policy focus but rather a promise. Tauira Voice is encouraged and heard, conversely, silence is unacceptable.

KIWA's commitment to the Code of Practice

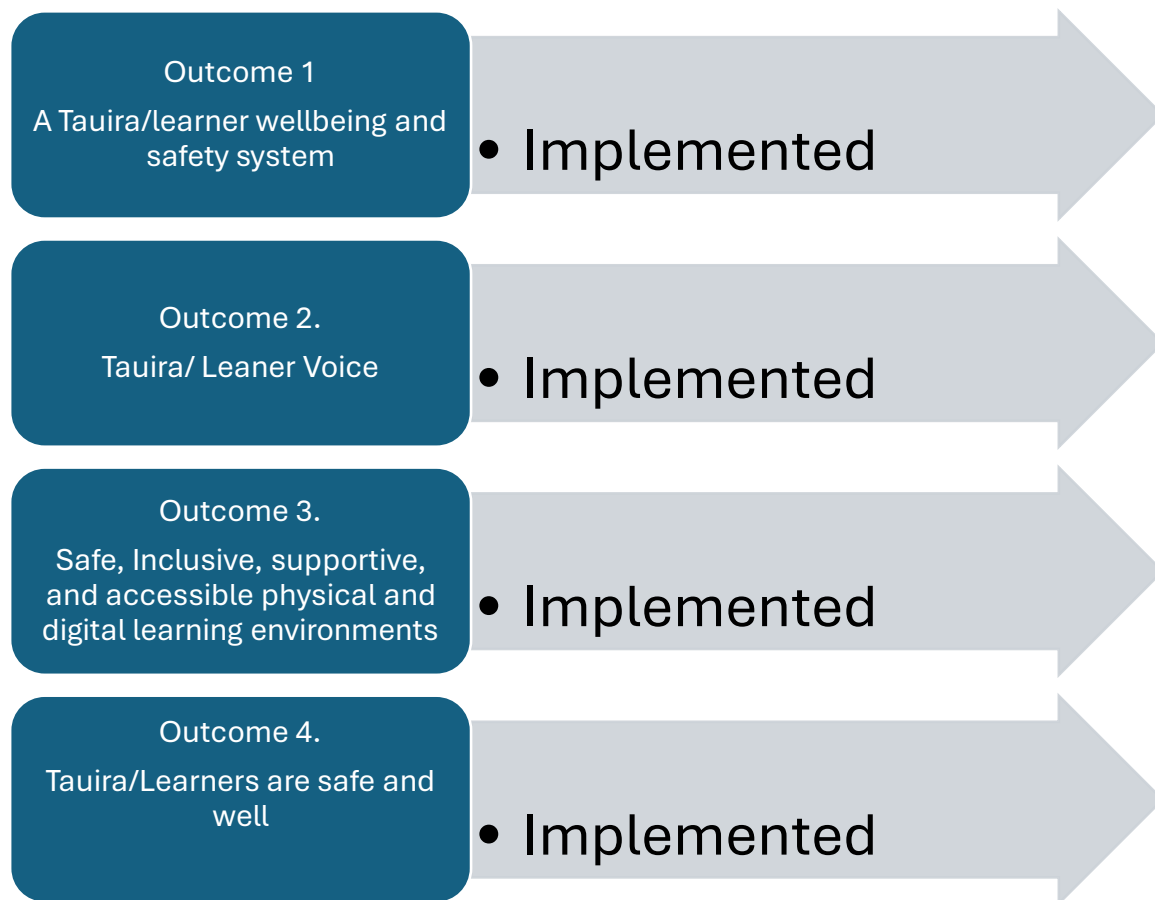
The Code sets out the requirements that KIWA must meet for the wellbeing and safety of our Tauira/learners.

Under the Code, we help you to be:

- Safe (physically and mentally)
- Respected and accepted for who you are
- Supported in your learning and wellbeing
- Connected with your social and cultural networks and
- Able to have a say in decisions about student services.

To ensure transparency and accountability, KIWA completes an annual self-review that assesses whether we are meeting the expectations of the Code of Practice and identifies improvements that can be made in the future.

Our 2023-2024 Annual Review Rating



Complaints 2023/2024

This report provides the statistics to enable KIWA to monitor matters, track complaints and continually improve our processes. This report is published on the KIWA website to ensure transparency and confidence in the complaint's procedures.

We also acknowledge our staff, Tauira reps and others who have helped Tauira to understand the complaints procedures

Complaints Procedures

KIWA Akona Complaints Process

KIWA is committed to providing a learning environment that is nurturing, safe and inclusive throughout the organisation. If for any reason you have a concern or wish to make a complaint, then follow these three simple steps below:

Complaints procedures

Step 1

To speak in person or by written complaint contact:

The Student Support Manager,
KIWA Institute of Education,
P O Box 72-956, Papakura.
AUCKLAND

Step 2

Your complaint will be acknowledged and logged. An investigation of the complaint will be undertaken within 20 days, and an outcome advice letter will be given to you.

Step 3

The matter is resolved but if you disagree with the outcome reached, you can appeal via the Appeals process.

However, if you are still unhappy with the outcome, you may seek external advice from NZQA on Freephone in NZ: 0800 697 296

Telephone: +64 (4) 463 3000

Online: www.nzqa.govt.nz

At all times you are welcome to have another Taurira / Akona or Whanau representative present in the meetings.

Complaints Analysis

Cookery	0
Construction	0
Te Pokaitahi Reo	0
Total Complaints	0