

## **Definition of a complaint**

The definition of a complaint at The GET Group is dissatisfaction from learners and our clients at the level of care provided towards them. This could be from the background with administration or front of house with our delivery specialists. We take our complaints very seriously and do the best we can to take on board what our customers have to say and constantly strive to grow and improve.

## **How complaints are recorded and reported**

The GET Group has a regular open dialogue policy with their learners. After each workshop is delivered, learners are asked to fill in an anonymous form via an iPad. All feedback is welcomed and encouraged. It is then all sent through to administration to be filed away. The feedback is then sent back to the school for complete transparency on how the day went in class.

## **Complaints procedure and accessibility**

There are lines of communication in The GET Group for if there is a complaint to be made. The learner can first approach the team member to give them a chance to remedy. If resolution has not been met this can then be taken to the managing directors. Another way this can be dealt with is via the website:

[https://www.thegetgroup.co.nz/files/ugd/556cb3\\_aa3f53184d854d7dacec6f92d4bf093f.pdf](https://www.thegetgroup.co.nz/files/ugd/556cb3_aa3f53184d854d7dacec6f92d4bf093f.pdf)

The code of conduct is located at the bottom of the website. This explains how to make a complaint and the process the complaint will go through. This is a more approachable and comfortable way to make a complaint, however this has not been an issue that has arisen as we have found via our feedback forms the learners have been happy with our service.

## **Definition of a critical incident**

What a critical incident at The GET Group could look like is anything that involves the safety of the learners or staff. This could be via several reasons such as natural disasters, emergencies or on a smaller scale only one delivery specialist for that day being able to attend. To manage these situations staff are advised to go through emergency procedures and exits with the learners beforehand as instructed in The GET Group QMS and The GET Group hold a policy of two delivery specialists per workshop.

## **What complaints have been made in 2022?**

The GET Group has not experienced any complaints for 2022. Through the feedback process learners have given their honest opinion and we have implemented this with a “you said, we did” feedback loop. Due to requirements and guidelines, we must remain within, in the past there has been some constructive feedback about our learning material and how it could be better. The most common statements we heard were: “less writing” and “less reading.” We have taken this on board and have implemented new ways to deliver our workshops where they are interactive, full of learning and no one is left behind, and to make sure everyone’s learning styles are being met. Not all of our workshops are this way as of yet, but we aim to have majority looking the same way in 2024.

## **Have there been any critical incidents in 2022?**

We have found at The GET Group a small team makes the dream team. We have four lead delivery specialists for each region, each delivery specialist has a second person helping in the workshop. This is to ensure all learners are getting the best out of what we have to offer. Improvements could be



made around this as sometimes when it is a small class there will only be one delivery specialist sent so the team is not too stretched out. Plans for 2024 are being implemented and there are ongoing discussions on how to fix this so the team always feel supported.

### **Processes and their reviews**

Staff have a bi-monthly meeting to discuss processes and review what needs changing and what needs improvement. In turn the QMS, policies and procedures and the code of conduct is updated as needed. Along with meetings internal moderations are held throughout the year to strengthen any weaknesses in performance staff may have and to ensure the learners get the best possible outcomes from our workshops.