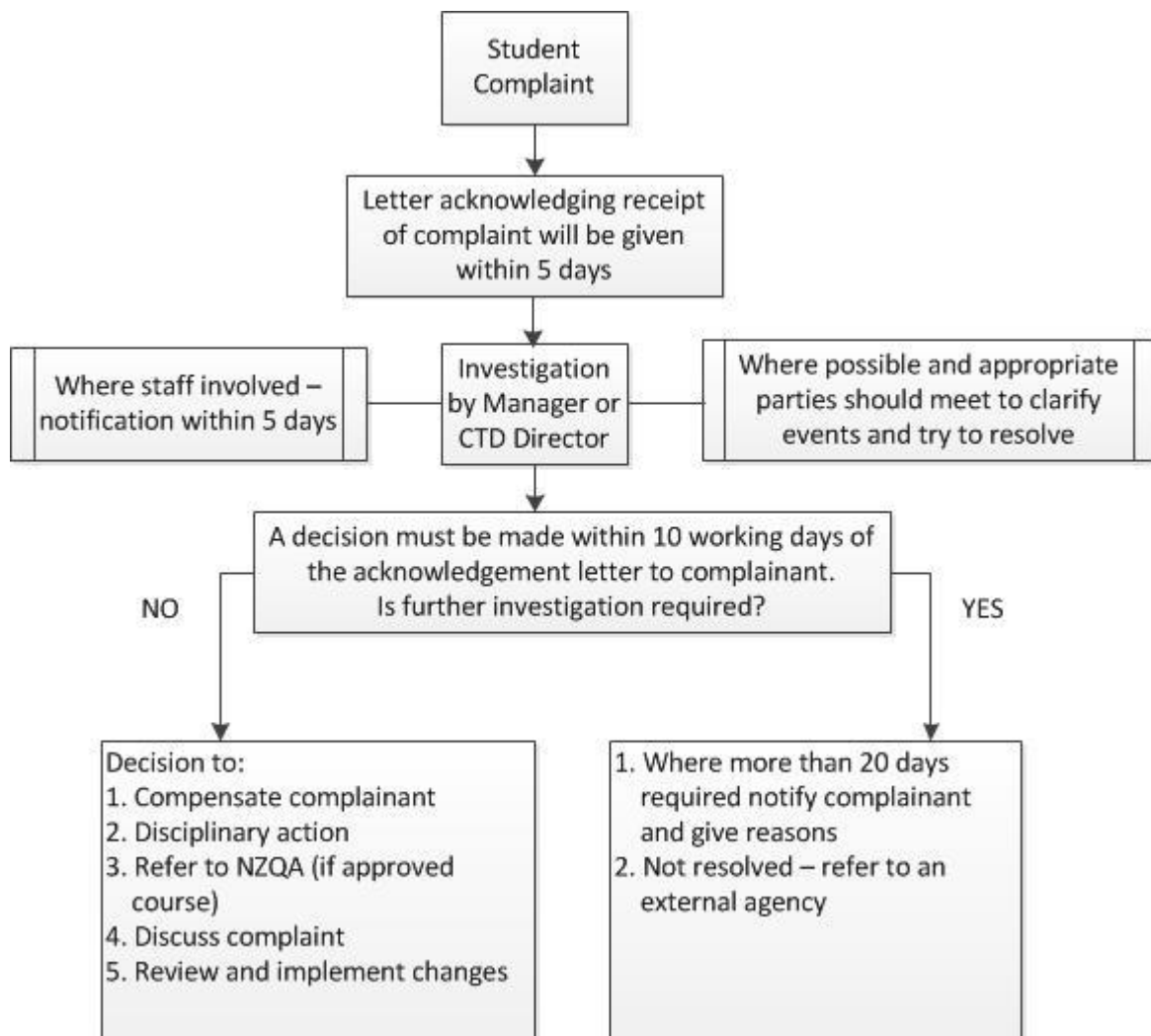


Family Planning Clinical Training and Development (CTD) Complaints Procedure

This procedure ensures that all matters of concern in relation Family Planning CTD courses are given an opportunity to be heard, verified and resolved as part of a continuous process to improve customer service.

Any student who wishes to express a concern, provide feedback or make a complaint about a CTD service, practice or staff member, should in the first instance address the issue with the CTD Coordinator/Nurse Educator.

Flow Chart of Family Planning CTD Complaints Management



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