

## Student Complaints and Concerns - Procedures

1. **Procedure Name** Students Complaints and Concerns Procedure  
**Number** QI108 Version 3  
**Person Responsible** Director, Academic & Student Services

2. **Purpose**  
 The purpose is to guide students and staff on how to resolve any complaints or concerns from students. It also guides students how to appeal against a decision.

3. **Related Procedures**
- QI108 Student Complaints and Concerns Policy
  - [QH142 Unacceptable Behaviour Policy](#)
  - [PH142 Unacceptable Behaviour Procedure](#)
  - [HG142 Unacceptable Behaviour Guidelines](#)
  - [PH115 Staff Discipline Procedure](#)
  - [QA101 Academic Statute](#)
  - Student Handbook
  - Programme Handbooks

4. **Forms and Guidelines (available from Registry)**
- QG108 Student Complaints Register

5. **Student Support**  
 A student can have a support person to accompany them when they discuss a complaint or concern with an EIT staff member.

A support person can be but is not limited to:

<ul style="list-style-type: none"> <li>• Class representative</li> <li>• Student Association President or nominee</li> <li>• Health nurse</li> <li>• Pouwhirinaki</li> </ul>	<ul style="list-style-type: none"> <li>• Counsellor</li> <li>• International Welfare Officer</li> <li>• Friend</li> <li>• Family member</li> </ul>
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6. **Procedures**

The following options are available to students and may be taken in any order.

Step	Person Responsible	Audit Document	Location
<b>A Options</b>			
1. Informal Intervention (Staff Member) The student may approach the staff member or person(s) most directly involved to resolve the issue by taking a problem solving approach.  The role of the staff member is to discuss the complaint or concern with the student, and seek to	Staff member	Notes	Student file

	resolve the matter.			
2.	<p><b>Informal Intervention (Manager)</b> The student may approach the manager of the staff member or person(s) most directly involved to resolve the issue by taking a problem solving approach.</p> <p>The role of the manager is to discuss the complaint or concern with the student, and seek to resolve the matter.</p>	Manager	Record of concerns	Manager's office
<b>B</b>	<b>Formal Complaint</b>			
3	<p>If informal intervention has not worked, or if in the complainant's view the complaint is serious and warrants formal investigation, the student should submit a detailed written complaint or incident report to the relevant Senior Manager.</p> <p>The written report should state:</p> <ul style="list-style-type: none"> <li>• Who or what the issue is about; and</li> <li>• What happened or what the issue of concern is (including time, location(s), critical incidents); and</li> <li>• How the student reacted and what impact the issue had on the student, and</li> <li>• What other evidence there is to support the complaint or concern</li> </ul> <p>Formal complaints should be submitted as soon as practicable after the event.</p> <p>The senior manager will explain the procedures to allow the student to choose whether or not to proceed with this option.</p>	Student	Written complaint	Student file
4	If the student wishes to proceed the senior manager will register the complaint on the faculty complaints register and obtain a complaint number from the CE's	Senior Manager	Central Complaints Register	P.A to the CE

	PA.			
5	Investigate the complaint.	Senior Manager	Minutes/ Notes	Senior Manager's Office
6	If the complaint is likely to create a risk to EIT, then inform the insurer.	Senior Manager	Letter	Senior Manager's Office
7	Make a decision and communicate the decision to the complainant.	Senior Manager	Letter	Senior Manager's Office
8	Record the information on the Faculty Register.	Senior Manager	Faculty Register	Senior Manager's Office
9	Inform CE's Office with details.	Senior Manager	CE's Register	B112
10	Record details from the Faculty Register onto the Central Register.	CE's PA	CE's Register	B112
<b>C Appeals</b>				
11	If the student so wishes, an appeal against the decision can be lodged with DCE (or nominee) in writing.	Student	Letter	Student file
12	Follow the procedure defined in the Academic Statute (Section 9.21-9.24).	DCE or nominee	Minutes	B114
<b>D Other Option</b>				
13.	Students are advised of other options that they can take after an appeal. These may include an appeal to an appropriate authority like: International Education Appeal Authority Ombudsman Educational Ombudsman Commerce Commission New Zealand Qualifications Authority/ITPQ Tertiary Education Commission Ministry of Education	DCE or nominee	Letter	B114