



1. PURPOSE

The purpose of this policy is to ensure that students have access to fair, timely, and equitable processes for raising concerns, making formal complaints, and lodging appeals relating to academic and non-academic matters. EIT is committed to responding to such matters consistently, respectfully, and in accordance with the principles of natural justice, ensuring concerns are addressed promptly, confidentially, and by the appropriate staff, and in alignment with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

2. SCOPE

This policy applies to all EIT students across all campuses and covers all concerns, complaints, and appeals relating to student experiences at EIT, academic or otherwise.

Note the following additional specific policy sets that may be applicable:

- **Unacceptable behaviour:** Refer to the Unacceptable Behaviour Policy (QH142) and Procedure (PH142).
- **Breach of academic integrity:** Refer to the Academic Integrity Policy (QA180) and related QMS documents.
- **Research or scholarship decisions:** Refer to the Research Policy set (QA210, PA211 and PA212).

3. DEFINITIONS

Term	Meaning
Concern	A situation where a student considers appropriate standards have not been met. The impact on them have not been significant and it is likely that resolution can be obtained by direct, informal discussion with the staff member/s concerned. This includes informal complaints.
Complaint	A formal expression of dissatisfaction where a student / group of students seeks some form of redress or change in a situation and where they consider that there has been a direct and significant adverse impact on that requires a formal process of resolution.
Group Complaint	A group complaint is when two or more students have the same concern and choose to make one complaint together. The students agree on what the complaint is about and agree to go through the complaint process together from start to finish.
Appeal	A request to review a decision or outcome, made by EIT, that relates to or impacts on a student.

Term	Meaning
Natural justice	Natural justice is a fair and unbiased process in which a student receives adequate notice of the allegations, decisions are made impartially, and all parties have access to the evidence on which the decision is based.

4. PRINCIPLES

- 4.1 **Natural justice:** All concerns, complaints, and appeals follow the principles of natural justice.
- 4.2 **Accessibility and right to information:** Information about concerns, complaints, and appeals is clear, accessible, and available to all parties, including relevant policies and procedures.
- 4.3 **Timeliness and consistency:** Matters are addressed and resolved in a timely, fair, and consistent manner.
- 4.4 **Respect and fair treatment:** All students and involved parties are treated respectfully, fairly, and without bias. No student is disadvantaged academically or otherwise for raising a concern, complaint, or appeal.
- 4.5 **Confidentiality:** Information is shared only with those who need to know, protecting the rights and privacy of all individuals involved.
- 4.6 **Support and advocacy:** All parties may access advocacy and support at any stage of the process.
- 4.7 **Transparent communication:** All parties are kept informed of progress, given opportunities to present evidence or respond to findings, and receive decisions in writing.
- 4.8 **Continuous improvement:** Feedback from concerns, complaints, and appeals is valued and used to strengthen quality and improve practice.
- 4.9 **Reporting and monitoring:** EIT reviews concerns, complaints and appeals patterns, and provides EIT Council with a summary of trends.

5. POLICY STATEMENTS

5.1 Support

EIT ensures that students and all individuals involved in a concern, complaint, or appeal process have access to appropriate support, guidance, and information throughout the process. Students may access internal or external support services at any time.

5.2 Student Concerns

EIT encourages students to raise concerns as early as possible through the appropriate channels (see Procedure PI108). Concerns will be met with respectful engagement, clear communication, and fair consideration. Concerns can be reported to and resolved by any staff member. Where a concern cannot be resolved to the satisfaction of a student, they may choose to progress the matter as a formal complaint.

5.3 Formal Complaints

EIT is committed to ensuring that all formal complaints are handled fairly, consistently, and in accordance with natural justice. All formal complaints will be investigated by the Executive Dean/Director (or nominee). The student / group of students will be kept informed of the outcome of their complaint and advised of their right to appeal should they remain dissatisfied.

5.4 Appeals

- a. EIT ensures that all students have access to a fair, transparent, and equitable appeals process. Students will be supported to understand the appeal pathway, including any options available beyond an appeal decision.
- b. Appeals will be received by the Chief Executive's (CE's) office and may be delegated to their Executive nominee as appropriate. The CE (or Executive nominee) may choose to convene an appeals panel or review the appeal themselves, depending on the complexity and nature of the matter.
- c. A student may appeal any of the following:
 - the outcome of a formal complaint process
 - an assessment decision (see ARF Part 3, Section 7)
 - the outcome of an academic integrity breach investigation (see ARF Part 3, Section 8)
 - the outcome of a student disciplinary investigation or breach of regulations investigation (see Student Disciplinary Procedure PA101)
 - a decision related to postgraduate research or award of a scholarship (see Complaints for Misconduct in Research Activities PA211).
 - a decision relating to refund of student fees
- d. To ensure decisions are reviewed in a consistent and principled manner, an appeal will only be considered by the CE (or Executive nominee) where valid grounds exist. If, in the opinion of the CE (or Executive nominee), the grounds for appeal have not been satisfied, the student may choose to raise the matter with an appropriate external authority, such as [NZQA](#), [Study Complaints | Ngā Amuamu Tauria](#) (Dispute resolutions scheme), [Ombudsman](#), the [Disputes Tribunal of New Zealand](#), or the [Human Rights Commission](#).

Grounds for appeal are limited to situations where:

- New and relevant information has become available that was not, and could not reasonably have been, provided at the time the original decision was made.
 - There was a flaw in the process that led to the decision being appealed.
 - The decision could not reasonably be sustained on the evidence.
 - The disciplinary action taken was disproportionate to the nature and circumstances of the original incident, activity, or behaviour.
- e. The outcome of an appeal reflects EIT's final and binding decision. Once this stage is complete, the student may seek further review from external organisations where appropriate. External options include agencies such as [NZQA](#), [Study Complaints | Ngā Amuamu Tauria](#) (Dispute resolutions scheme), [Ombudsman](#), the [Disputes Tribunal of New Zealand](#), or the [Human Rights Commission](#).

5.5 Documentation, Reporting, and Oversight

EIT ensures that all formal complaints and appeals, along with their outcomes, are recorded in a designated register maintained in accordance with privacy obligations and organisational accountability requirements. Formal complaint and appeal information is documented and reported appropriately, and aggregated data is reviewed at programme and organisational levels to strengthen oversight, support continuous improvement, and inform governance reporting.

6. RELEVANT LEGISLATION

- The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- Human Rights Act 1993
- Privacy Act 2020
- Bill of Rights Act 1990
- Harmful Digital Communications Act 2015

Document information – Office use only	
Document Name	Student Concerns, Formal Complaints and Appeals Policy
Document Number	QI108
Executive	Executive Director, Student and Academic Services
Owner	Executive Director, Student and Academic Services
Developer	Manager, Te Papa Ako EDC
Review Frequency	36
Last Review	28/06/2026
Next Review	28/06/2029
Related Items	Click here for Related Documents (available only in TeMahau)
Version history	New format May 2018 Migrated format March 2023 New national TP policy September 2024 Revised national TP policy January 2025 TP Ākonga Appeals Policy link updated March 2025 March 2026: Policy set review for EIT as independent entity, included Appeals