



TE AHO A MĀUI

Student Concerns and Formal Complaints – Procedure PI108

PURPOSE

This procedure informs students and staff of the process for the resolution of student concerns and complaints, including the appeals process. The process covers student concerns and complaints related to their programme or their experiences at EIT as a student.

Student Support

Students can enlist the support of another person when they discuss a concern or complaint with an EIT staff member.

A support person can be but is not limited to:

- Class representative
- Student Association representative
- Health nurse
- Pastoral Support kaimahi
- Counsellor
- International Student Support Officer
- Friend
- Family member/whānau

The role of the support person will normally include:

- Observing that the stated process is followed
- Advising the complainant on the process and options available to them

PROCEDURE

Step	Person Responsible	Evidence
Concern or informal complaint		
1.1 Information about the concerns, complaints and appeals processes are documented and accessible to students.	Executive Director Student and Academic Services	Student Handbook; EIT website
1.2 The student raises the concern with the most directly involved staff member within the programme or service area in which the issue occurred. If the student feels unable to resolve the issue with the staff member, the student can refer the matter to the manager of that staff member. For international students, the student has the option of raising the concern with the most	Student, relevant staff member (and International Student Support Officer if needed)	Communication or meeting notes

Step	Person Responsible	Evidence
<p>directly involved staff member within the programmed or service area in which the issue occurred OR the international student support officer who does this on behalf of the student. If the student feels the issue was not resolved at this point in the procedure, the issue is escalated to the manager of the staff member most directly concerned either by the student or through the International Student Support Officer.</p>		
<p>1.3 The staff member who the student has approached either acts to resolve the concern or escalates the concern to the appropriate manager if the student feels unable to resolve the issue with the staff member.</p>	Relevant staff member	Relevant evidence indicating the matter has been resolved, or communication or meeting notes
<p>1.4 The manager discusses the concern with the student. For international students, the manager will liaise with the International Student Support Officer as well as the student regardless of whether the issue was escalated by the student or through the International Student Support Officer.</p>	Relevant manager	Meeting notes
<p>1.5 The manager acts to address the concern, in consultation with the student and staff member/s concerned.</p>	Relevant manager	Relevant evidence indicating the matter has been addressed
<p>1.6 <u>EITHER</u> All parties are in agreement that the matter has been resolved, and no further action is required. <u>OR</u> If the student is not satisfied with the proposed resolution, they are advised to make a formal complaint and given information about the procedure to do so.</p>	Relevant manager	EITHER relevant evidence indicating the matter has been resolved, OR formal complaints procedure in Student Handbook or on website

Step	Person Responsible	Evidence
1.7 Where appropriate, action is taken to improve the relevant programme or service to avoid similar concerns arising in future.	Relevant manager and/or staff members	Meeting minutes or documentation pertinent to the addressing and/or resolution of the matter
Formal Complaint		
2.1 Information about the complaints and appeals process is documented and accessible to students.	Executive Director Student and Academic Services	Student Handbook; website
2.2 A complaint is raised with the relevant Head of School/Services Manager.	Complainant	Communication or meeting notes
2.3 The Head of School/Services Manager explains the procedure for lodging a formal complaint to allow the student to choose whether to proceed with this option. For international students, the International Student Support Officer should be present for this discussion.	Head of School/Services Manager	Communication or meeting notes
2.4 If informal intervention has not worked, or if in the complainant's view the complaint is serious and warrants formal investigation, the complainant submits a written complaint to the relevant Executive Dean or Executive Director. The formal complaint must provide details of the concern, including the time, location of occurrence, and any available evidence. Where appropriate, an indication of the proposed resolution anticipated is helpful.	Complainant	Written Complaint
2.5 Once the formal complaint is received, the Executive Dean/Director registers the complaint on the Complaints Register and obtains a complaint number from the Complaints Officer. Should the complaint be likely to pose a risk to EIT, the Executive Dean/Director will inform the Business Division Lead	Executive Dean/Director; Complaints Officer	Complaints Register (Risk Register if applicable)

Step	Person Responsible	Evidence
and register the risk on the Risk Register if indicated.		
2.6 The complaint is investigated, taking into account the principles of natural justice. Where the complaint concerns a breach of EIT regulations by a student, the Student Disciplinary Procedure (PA101) will apply. Where the complaint concerns potential misconduct by a staff member, the Staff Disciplinary Procedure (PH115) will apply.	Executive Dean/Director	Investigation/communication log, meeting notes/minutes
2.7 The Dean/Director makes a decision on the outcome of the investigation and communicates the decision and the outcome in writing to the complainant. This letter includes information about the opportunity, timeline and process for lodging an appeal. The content of the letter is shared with any other parties involved.	Executive Dean/Director	Letter to complainant with reference to the Appeal of Decision process
2.8 Details of the outcome are recorded on the Complaints Register and communicated to the Business Division Lead (and recorded on the Risk Register if applicable).	Executive Dean/Director, Complaints Officer	Complaints Register (Risk Register if applicable)
2.9 The Complaints Register is tabled twice annually at Executive team meetings.	Business Division Lead	Executive team meeting minutes
Appeal of Decision		
<p>Te Pūkenga national Ākonga Appeals Policy indicates the grounds and procedure for a student to appeal a decision resulting from an investigation into a concern or complaint.</p> <p>For EIT, note the following:</p> <p>In 3.3: The Notice of Appeal must be submitted to the EIT Appeals Officer, namely the Executive Team Administrator.</p> <p>In 3.5: The Appeal Panel will be convened by the relevant Executive Dean/Director.</p>		

Document information – Office use only	
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