

PURPOSE

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 President or nominee
- Health nurse
- Pouwhirinaki
- Counsellor
- International Welfare Officer
- Friend
- Family member/whanau

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
1.1	Executive Director Student Services	Student Handbook; EIT website
1.2	Student	Meeting notes

	concerned either by the student or through the International Student Support Officer.		
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	Relevant staff member	Relevant evidence indicating the matter has been resolved <u>Or</u> Communication notes (e.g. email to Manager)
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.	Relevant manager	Meeting notes
1.5	The manager acts to address the concern, in consultation with the student and staff members concerned	Relevant manager	Relevant evidence indicating the matter has been resolved
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> The student is not satisfied with the proposed resolution; s/he is advised to make a formal complaint and given information about the procedure to do so	Relevant manager	Complaints procedure in handbook and/or on website
1.7	Where relevant, actions are taken to improve the relevant programme or service to avoid such concerns arising in future	Relevant staff members	A record may appear in meeting minutes or documentation pertinent to the resolution of the matter

Formal Complaints Procedure			
Step	Person Responsible	Evidence	
2.1	Information about the complaints and appeals process is documented and accessible to students.	Executive Director Student Services	Student Handbook; website
2.2	A complaint is raised with the relevant Head of School/Services Manager.	Student	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 or not to proceed with this option.	Head of School/Services Manager	Meeting notes

	For international students, the International Student Support Officer should be present for this discussion.		
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 Dean or Director. The formal complaint must provide details of the concern including its time, place 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 Dean/Director registers the complaint on the Complaints Register and obtains a complaint number from the Chief Executive's Personal Assistant.	Executive Dean or Director/Chief Executive's Personal Assistant	Complaints Register
2.6	The complaint is investigated, taking into account the principles of natural justice. Where the complaint concerns potential misconduct by a staff member, the Staff Discipline Procedure will apply.	Executive Dean or Director	Notes; Meeting Minutes as appropriate
2.7	If the complaint is likely to create a risk to EIT, this is indicated by the Dean/Director and entered on the Complaints Register by the Executive's Personal Assistant, who informs the Director, Corporate Services.	Executive Dean or Director and Chief Executive's Personal Assistant	Complaints Register; Communication with the Director Corporate Services
2.8	If the Director Corporate Services deems the Insurer should be informed of the risk, s/he takes this action.	Director Corporate Services	Communication to Insurer
2.9	The Dean or Director makes a decision 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.	Executive Dean or Director	Letter to complainant, with reference to the appeal process
2.10	The outcome is recorded on the Faculty Complaints Register.	Executive Dean or Director	Faculty Complaints Register
2.11	The outcome is communicated to the Chief Executive's Office.	Executive Dean or Director	Complaints Register
2.12	Details of the outcome/resolution are recorded on the Complaints Register.	Chief Executive's Personal Assistant	Faculty Complaints Register
2.13	The Deputy Chief Executive reports to Council twice annually on numbers and the nature of complaints received.	Deputy Chief Executive	Council Minutes

Appeal of Decision

Allowable grounds for appeals are that

- additional information has become available which was not available and could not reasonably have been made available at the time the original decision was made; and/or
- there was a material irregularity in the investigation of the complaint; and /or
- in the opinion of the Deputy Chief Executive additional investigation is warranted.

Step	Person Responsible	Evidence
3.1 If the complainant believes there are grounds for an appeal against the decision (as listed above), an appeal can be lodged with the Deputy Chief Executive (or nominee) in writing, within 14 days after receipt of the letter informing the complainant of the decision	Complainant	Appeal documentation, indicating the grounds for appeal
3.2 If, in the opinion of the Deputy Chief Executive, the grounds for appeal have not been satisfied, the Deputy Chief Executive shall notify the appellant within two working days that the appeal will not be heard. This letter will inform the appellant of other options available to them should they wish to take their complaint to an appropriate external authority, such as: <ul style="list-style-type: none"> • New Zealand Qualifications Authority • iStudent Complaints (DRS) • The Office of the Ombudsman 	Deputy Chief Executive	Letter to appellant
3.3 If, in the opinion of the Deputy Chief Executive, the grounds for appeal have been satisfied, The Deputy Chief Executive will decide, in consultation with the appellant, the appropriate procedure to deal with the appeal. The Academic Appeals committee may be convened to hear the appeal.	Deputy Chief Executive	Letter to appellant
3.4 The appellant and other parties involved will be informed of the outcome of the appeal findings in writing, within ten working days. This decision will be final.	Deputy Chief Executive	Letter to appellant

Document information – Office use only	
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