



STUDENT CONCERNS AND COMPLAINTS

1. Definitions

Student concerns

Student concerns are issues which are to be raised with the most directly involved person within the programme or service area related to the issue, and are usually made verbally.

Student complaints

Student complaints are notifications of any issue that requires investigation, action and response and are lodged in writing on the Student Complaint Form.

Appeals

Appeals are matters raised by a student in regard to a complaint which remains unresolved for the student.

Academic appeals – see *Academic Appeals policy and procedure*.

2. Responsibilities

2.1 CE (or delegate), Stream Leaders, Programme Coordinators and Student Support Coordinator

- Ensuring that students are fully aware of this policy.

2.2 All staff

- Referring or resolving student concerns.

2.3 Student Support Coordinator and Programme Coordinator

- Receiving and seeking resolution of concerns, and advising on processes.

2.3 CE (or delegate)

- Receiving and considering appeals.

2.5 The Academic Services Administrator

- Processing and recording complaints and appeals.

3. Purpose

To ensure that there are policies and procedures in place for the resolution of student concerns, complaints and appeals which are effective, accessible, appropriate and fair.

4. Policy

- 4.1 A timely and amicable resolution will be sought to issues raised by students and their representatives.
- 4.2 Where students have genuine concerns about the fairness or accuracy of an assessment result, these concerns are to be discussed with the lecturer or programme coordinator in the first instance. Concerns must be raised within three (3) working days of receiving the result, and if unresolved a formal appeal may be lodged under the *Academic Appeals* policy and procedure.
- 4.3 Student complaints are to be lodged on the Student Complaint Form.
- 4.4 A letter confirming the outcome of a complaint and attaching a copy of the completed Student Complaint Outcome Statement will be sent to complainant within seven (7) working days of the final complaints meeting.
- 4.5 Complaints will be recorded in a Complaints File.
- 4.6 Appeals will be recorded in an Appeals File.
- 4.7 Students may enlist the support of another person when they discuss a concern, make a formal complaint or participate in an appeal process.
- 4.8 A concern or complaint by a student about another student will be processed under the *Student Code of Conduct* policy and procedure.

5. Procedures

5.1 Concerns

Step	Responsibility	Record
1. Raise concern with appropriate staff member (eg Student Support Coordinator, Programme Coordinator, lecturer, staff member or support person).	Student	As raised by student, eg e-mail (or may be verbal)
2. Discuss the concern with the student and take action to address the concern, if resolved then no further action is required. If student is not satisfied with the proposed resolution advise student of the formal complaint process.	Student Support Coordinator, Programme Coordinator and/or relevant staff member	Notes/emails recording that the matter has been resolved and parties have agreed that no further action is required OR if not agreed then noted-
3. Advise appropriate person as to any actions required to avoid such concerns arising in future.	Student Support Coordinator, Programme Coordinator or relevant staff member	Meeting notes with actions or communication notes, eg e-mails

5.2 Complaints

Step	Responsibility	Record
1. Seek advice from Student Support Coordinator or Programme Coordinator over complaint process, and complete form.	Student	Completed Complaint Form
2. Submit completed Complaint Form to Academic Services Administrator.	Student	
3. Enter complaint in Complaints File.	Academic Services Administrator	Complaints Register/File
4. Arrange a meeting with student/s, support person (if requested), Academic Services Administrator and staff member/s (as appropriate).	Academic Services Administrator	Complaints Register/File
5. Investigate complaint, taking into account the principles of natural justice.	Complaints meeting members	
6. Following the meeting, consider evidence and a proposed solution, and prepare outcome statement.	Complaints meeting members	Student Complaint – Outcome Statement
7. Arrange second complaints meeting to present proposed solution to student/s, student to sign outcome statement if solution is acceptable. Complete outcome statement, which shows solution agreed and signed by both student and complaints meeting representative - or that solution not acceptable to student.	Academic Services Administrator	Completed Student Complaint - Outcome Statement
8. Send letter to student attaching copy of completed Student Complaint Outcome Statement, either confirming agreed solution - or advising student who did not find solution acceptable of the opportunity for lodging an appeal.	Academic Services Administrator	Letter to student

9. Advise Student Support Coordinator and Programme Coordinator/s (as appropriate).	Academic Services Administrator	Emails
10. Summarise complaints and submit educational complaints to Academic Board.	Academic Services Administrator	Academic Board agenda paper and minute
11. Take action as required by the Academic Board and update Complaints File.	Relevant staff members and Academic Services Administrator	Complaints File
12. Enter complaints summary in relevant programme's APER.	Academic Services Administrator or Programme Coordinator	APER

5.3 Appeals

An appeal may be lodged by a student where the student does not accept the outcome of the complaint process and considers there are grounds for an appeal against the decision.

Step	Responsibility	Record
1. Lodge appeal with Academic Services Administrator either directly or by completing an Appeal Form within 7 days of receipt of advice of outcome of complaint.	Student	Appeal Form
2. Enter appeal in the Appeals File.	Academic Services Administrator	O29 Academic Appeals and Complaints Register
3. Set up appeal meeting between student and CE (or delegate).	Academic Services Department	Communications (eg e-mails)
4. Investigate appeal and report outcome to Academic Services Administrator.	CE (or delegate)	Email
5. Record decision in the Appeals File and advise student. Student to be informed if dissatisfied with decision they may pursue the matter further by contacting (as appropriate): <ul style="list-style-type: none"> ● PIHMS Academic Board ● PIHMS Board of Directors ● NZQA – qadrisk@govt.nz ● International Student Contract Dispute Resolution Scheme (Rules 2016) – istudent.org.nz or Domestic Pastoral Care Code Administrator and if further information is required to contact the PIHMS Academic Services Administrator.	Academic Services Administrator	Letter
6. Summarise appeals and outcomes and report to Academic Board.	Academic Services Administrator	Academic Board Agenda and minutes
7. Take action as required by the Academic Board and update Appeals Register/File.	Relevant staff members and Academic Services Administrator	O29 Academic Appeals and Complaints Register

8. Enter appeals summary in relevant programme's APER.	Academic Services Administrator	APER
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6. Record Management

Record	Responsibility	Filed	Retention Time
Concerns notes (if any)	Student Support Coordinator	Staff member's records	5 years
Complaint File	Academic Services Administrator	O29 Academic Appeals and Complaints Register	5 years
Appeals File	Academic Services Administrator	O29 Academic Appeals and Complaints Register	5 years
Academic Board minute/s	Academic Services Administrator	ShareDrive:Staff/Academic Board and BoardPro online (from June 2023)	Indefinitely

7. Quality Standard

This policy is written to comply with:

- *NZQA Private Training Establishment Registration Rules 2021* – specifically Clauses 4. (f) (vii), 6.1.4 Information to students (e), 6.1.5 Student interests (a) and (b) and 6.1.7 Quality management system
- *NZQA Key Evaluation Questions* – specifically 3, 4, 5 and 6
- *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 – The Code*