

## SG.08 STUDENT CONCERNS AND COMPLAINTS

APPROVED BY	EXECUTIVE LEADERSHIP TEAM	VERSION	2020
REVIEW STAKEHOLDERS	▪ TE TAIUTUNGI/PRINCIPAL	Last reviewed	2016
	▪ HEADS OF SCHOOL	Published	2020
	▪ TEAM LEADER ADMINISTRATION	Review period	3 YEARS
	▪ ACADEMIC DEAN	Next review	2023
PURPOSE	To establish procedures for the resolution of concerns or complaints between individuals or groups of students, with staff or the Institute administration. If the latter is not possible, it ensures that procedures are in place to assist the Executive Leadership Team (ELT) made up of Te Taiurungi/Principal, Heads of School (Teacher Education and Social Practice) and Academic Dean to make a final decision on resolution of the concern or complaint.		

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### PRINCIPLES

Bethlehem Tertiary Institute will apply the following principles:

- **Biblical principles:** Wherever possible complaints should be resolved at the level at which they occurred. Escalation of a complaint should only occur when either a complaint remains unresolved or is of a serious nature.
- **Impartiality:** All complaints must be dealt with in a manner that is equitable and fair to all parties.
- **Promptness:** Any action to be taken with regard to a student complaint must be taken as soon as practicable after the event.
- **Investigation:** Where an investigation is necessary it will be carried out by a senior member of staff from a different programme or service group from the one in which the complaint is located.
- **Communication:** All parties to the complaint must be kept informed of the progress and outcome.
- **Non punitive:** The aim of any outcome to the complaint is to prevent re-occurrence, and to provide a fair resolution, not to take punitive measures.
- **Protection of parties:** The process must ensure the protection of the rights of all parties involved both during and after the process.

## POLICY

- 1 All concerns and complaints shall be dealt with in a manner that is respectful and likely to gain early resolution.
- 2 In accordance with the principles of Matthew 18, students must make every attempt to resolve concerns at the earliest opportunity with those most directly involved within the programme or service group in which it originated, unless it is deemed by the complainant or support person to be of a particularly serious nature. In such cases the complainant can write to the Student Engagement Coordinator outlining the issue and requesting an appointment.
- 3 All concerns or complaints must be raised within 30 days of the event causing the concern or complaint, or from the time that the event came to the notice of the complainant.
- 4 In any meetings or discussions, complainants have the right to a support person.
- 5 In the event of a complainant feeling that initial efforts to resolve a disagreement are unsuccessful, the complainant may make written approach to the ELT.
- 6 A complaint forwarded in writing to the ELT will be fully investigated before a decision is made and resolution sought. The decision of the ELT will be communicated in writing.
- 7 Where a complaint relates to harassment, the relevant policy should be applied.
- 8 In the case of 'distance' students, then the use of either telephone or a digital platform (Skype, Zoom, Collaborate or Facetime) contact could replace face-to-face meetings.
- 9 Where a complainant is not satisfied with the decision of the ELT, they may appeal in writing to the Chairperson, BTI Board of Directors.
- 10 In the case of an international student having been through the above process, and dissatisfied with the outcome, they may access iStudent Complaints at <https://www.istudent.org.nz/>. To make a complaint with iStudent Complaints, you must be an international student, and your dispute must be about a contract (for example an enrolment or accommodation contract) or a financial dispute.
11. In the event that students are not satisfied that the Institute's internal procedure has been followed correctly, students can approach NZQA with their concerns.
  - To make a formal complaint, download the formal complaint form (<https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf>)
  - Send your completed complaint form, along with any supporting evidence, to:

The Complaints Officer  
Quality Assurance Division  
P O Box 160  
Wellington 6140
  - Or email a scan of your completed form, along with scans of any supporting evidence, to [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)

If you need more information on the complaints process, contact NZQA on 0800 697 296 or visit their website at: <https://www.nzqa.govt.nz/about-us/make-a-complaint/>

# FLOWCHART

## Student Complaint Process

