

SG.08 STUDENT CONCERNS AND COMPLAINTS

APPROVED BY	EXECUTIVE LEADERSHIP TEAM	Reviewed	Jan 2024
REVIEW STAKEHOLDERS	▪ PRINCIPAL	Minor edit	
	▪ HEADS OF SCHOOL	Review period	3 YEARS
	▪ TEAM LEADER ADMINISTRATION	Next review	Jan 2027
	▪ ACADEMIC DEAN		

1 PURPOSE

- 1.1. The purpose of this policy is to establish procedures for the resolution of concerns or complaints between individuals or groups of students, with staff or the Institute administration.

2 DEFINITIONS

- 2.1. **Concern:** Any dissatisfaction with BTI staff or the Institute, which may include feedback to BTI staff, day-to-day concerns, or the pointing out of inconsistencies or inaccuracies. It is expected that concerns can be resolved without a formal complaint submission and the associated processes.
- 2.2. **Complaint:** Any dissatisfaction with BTI staff or the Institute that is submitted as a formal complaint including the info in 5.2. It is expected that formal complaints will result in an investigation at Executive Leadership level.

3 POLICY

- 3.1. Wherever possible, concerns should be resolved at the level at which they occurred. Escalation to a complaint should only occur when a concern remains unresolved or is of a serious nature.
- 3.2. All concerns and complaints must be dealt with in a manner that is equitable and fair to all parties.
- 3.3. Any action to be taken with regard to a student concern or complaint must be taken as soon as practical.
- 3.4. Where an investigation is necessary, it will be carried out by a member of the ELT or by a delegated member of staff. The member of staff carrying out the investigation may need to be from a different programme or service group from the one in which the complaint is located to minimise unintentional bias.
- 3.5. All parties to complaints and concerns are to be kept informed of the progress and outcome.
- 3.6. The aim of any outcome to concerns or complaints is to prevent re-occurrence, and to provide fair and restorative resolutions.
- 3.7. The process must ensure the protection of the rights of all parties involved both during and after the process. This includes maintaining the integrity of the grading process to prevent any disadvantage to the student(s) involved.
- 3.8. All concerns and complaints shall be dealt with in a manner that is respectful and likely to gain early resolution.
- 3.9. In any meetings or discussions, all parties have the right to a support person.
- 3.10. 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.
- 3.11. Where a complaint relates to harassment, the relevant policy (P.20 Harassment) should be applied.

4 PROCEDURES: CONCERNS

- 4.1. Concerns, where possible, should be addressed in accordance with the principles of Matthew 18. Students should make every attempt to resolve concerns at the earliest opportunity with those most directly involved within the programme or group in which it originated. This includes programme leaders, professional leads, Heads of School, administrators, cohort mentors/ Ngā Maunga Awhina, educators or support staff.
- 4.2. Where students feel uncomfortable resolving concerns with those directly involved, they may discuss the concern with the Student Engagement Coordinator, cohort mentors, Ngā Maunga Awhina, or programme leader/professional lead.
- 4.3. Refer to the flow chart below for the processes for making and resolving concerns.
- 4.4. Unresolved concerns may be taken further by the student(s) as formal complaints.

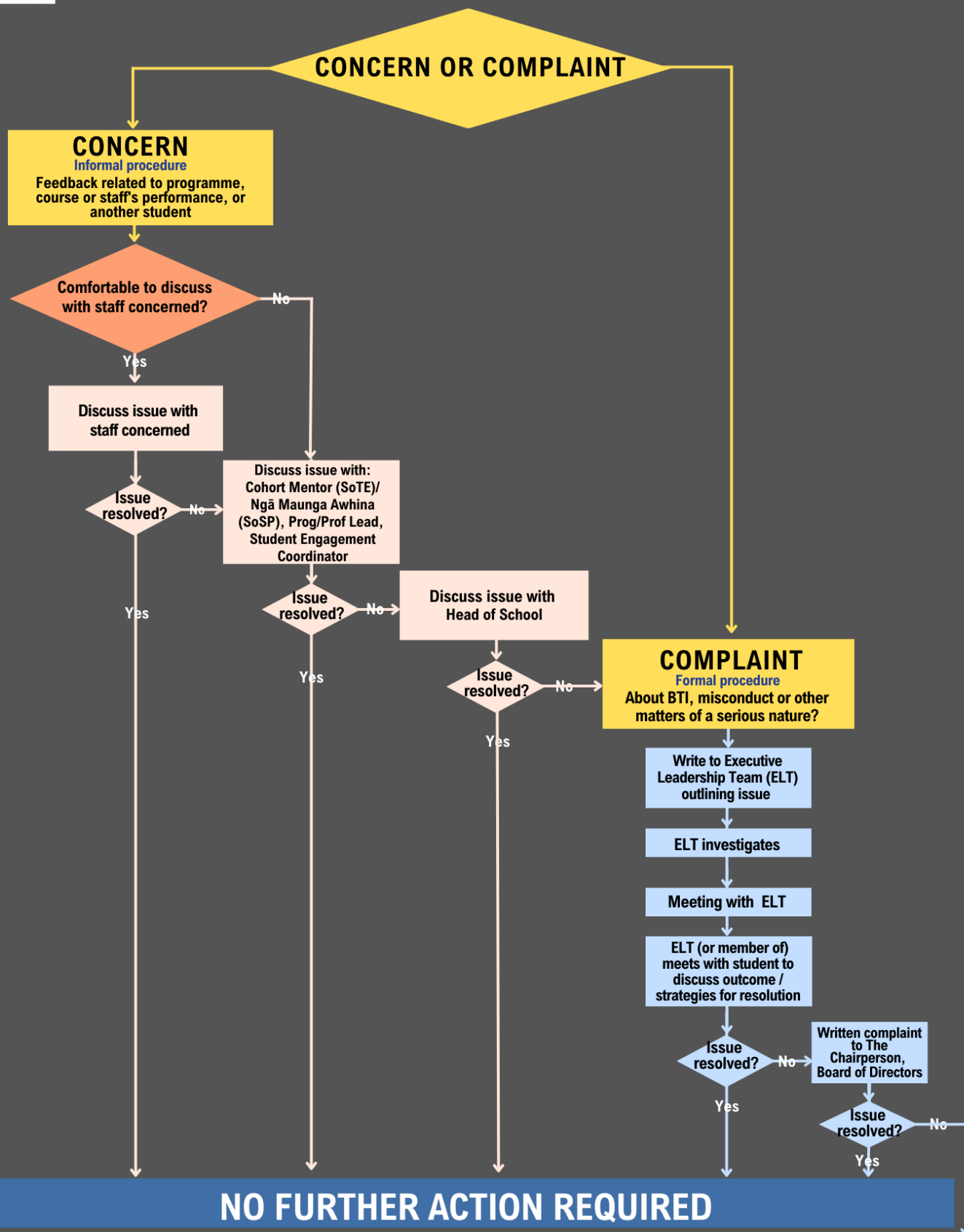
5 PROCEDURES: COMPLAINTS

- 5.1 All attempts must be made to deescalate the complaint before it gets to the formal stage.
- 5.2 Formal complaints must be submitted to the Executive Leadership Team (ELT) in writing and must include:
 - a) Name of student(s) and contact details.
 - b) Date of submission.
 - c) Programme, course, or staff involved.
 - d) Complaint description.
 - e) Steps already taken towards resolution.
 - f) Outcome sought.
- 5.3 As required by the Code of Practice 2021 <https://www.enz.govt.nz/assets/Education-Pastoral-Care-of-Tertiary-and-International-Learners-Code-of-Practice-2021.pdf> the general nature of complaints and resolutions will be recorded, and the complaints process reviewed. The self-review report is made available on the BTI website. No personal identifying information will be disclosed.
- 5.4 A complaint forwarded in writing to the ELT will be fully investigated in line with item 3.4 before a decision is made and resolution sought. The decision of the ELT will be communicated in writing.
- 5.5 Where a complainant is not satisfied with the decision of the ELT, they may appeal in writing to the Chairperson, BTI Board of Directors, including evidence of all prior attempts at reconciliation.
- 5.6 If students have been through the above internal formal complaints process and are dissatisfied with the outcome, they may contact:
 - a) **Study Complaints.** If you are an international student or a domestic tertiary learner and you have an unresolved complaint (financial or contractual dispute) about a New Zealand education provider, you can contact Study Complaints at <https://www.studycomplaints.org.nz/>
 - b) **New Zealand Qualifications Authority (NZQA).** If students are not satisfied with how BTI has responded to their formal complaint, they can escalate their complaint and make a formal complaint to NZQA.
 - i. [Download the formal complaint form](#) and put in all the details of your complaint. Make sure you give contact details for everyone who is covered in the complaint.
 - ii. Collect evidence for your complaint. Include evidence that will support your complaint and let NZQA fully investigate it.
 - iii. Send the form and your evidence to NZQA. You can email it all to: risk@nzqa.govt.nz or post it all to:

Risk Management, NZQA
PO Box 160
Wellington, 6140

For more information, go to the NZQA website:

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/#e10734>



- The above process is outlined in SG.23 Student Concerns and Complaints Policy.
- In any meetings or discussions, all parties have the right to a support person.

If you have been through the above formal process, and dissatisfied with the outcome, you may contact:

Study Complaints

If you are an international student or a domestic tertiary learner and you have an unresolved complaint (financial or contractual dispute) about a New Zealand education provider, you can contact Study Complaints at <https://www.studycomplaints.org.nz/>

NZQA

1. To make a formal complaint to NZQA about an education provider:
Download and complete the formal complaint form
<https://www.nzqa.govt.nz/assets/About-us/Complaints-Form.pdf>
2. Collect evidence for your complaint. Include evidence that will support your complaint and let NZQA fully investigate it.
3. Email a scan of your completed form, along with any supporting evidence, to risk@nzqa.govt.nz or post it all to:
Risk Management, NZQA, P O Box 160, Wellington 6140.
For more information, contact NZQA at 0800 697 296 or visit the NZQA website:
<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>