

Making things better at



Student Concerns and
Complaints

HELP US IMPROVE OUR SERVICE TO YOU

NorthTec aims to provide a learning environment of mutual respect and courtesy. We encourage you to raise any matters that concern you or affect your ability to study here.

It is important that any concerns or complaints are resolved quickly so you can continue your education and training free of worry or distress.

NorthTec has a *Ākonga Concerns and Complaints* policy. Please use this policy to help make the things that concern, or bother you, better.

WHY DO WE HAVE A POLICY?

It provides a fair and a safe process for raising and resolving matters of concern quickly. It protects your rights to have any concerns or complaints treated seriously and professionally.

WHAT DOES THE POLICY COVER?

Concerns and Complaints from ākonga may include:

- The course(s) or programme you are enrolled in
- An enrolment or admission decision
- The actions and /or behaviour of other ākonga or kaimahi
- Administrative systems, services, or decisions
- Access to regulations, policies or procedures that affect you

WHAT IS NOT COVERED BY THE POLICY

- Appeals against academic decisions are not covered by this policy.
- Decisions made by NorthTec about the academic complaint or academic integrity matter or review process, the outcome of a non-academic complaint or the outcome of an ākonga breach of discipline decision.

These may be raised under the *Ākonga Appeals Policy*

- Harassment and bullying can be dealt with via mediation under the *Anti-Harassment and Bullying Policy (04.014)*

What is a “concern”?

A matter where it is likely that resolution can be obtained by direct, informal consultation with the people concerned. A situation where you consider appropriate standards have not been met however the impact on you has not been great.

What is a “complaint”?

An expression of dissatisfaction where you require some form of redress or change in a situation. Where you consider there has been a direct or significant adverse impact on you that requires a formal process resolution

What is “harassment”?

Verbal or physical behaviour, including the misuse of visual or written materials, by one person towards another, which is perceived as offensive and/or discriminatory, and is of a serious or persistent nature, to the extent that it interferes with the individual’s work or study.

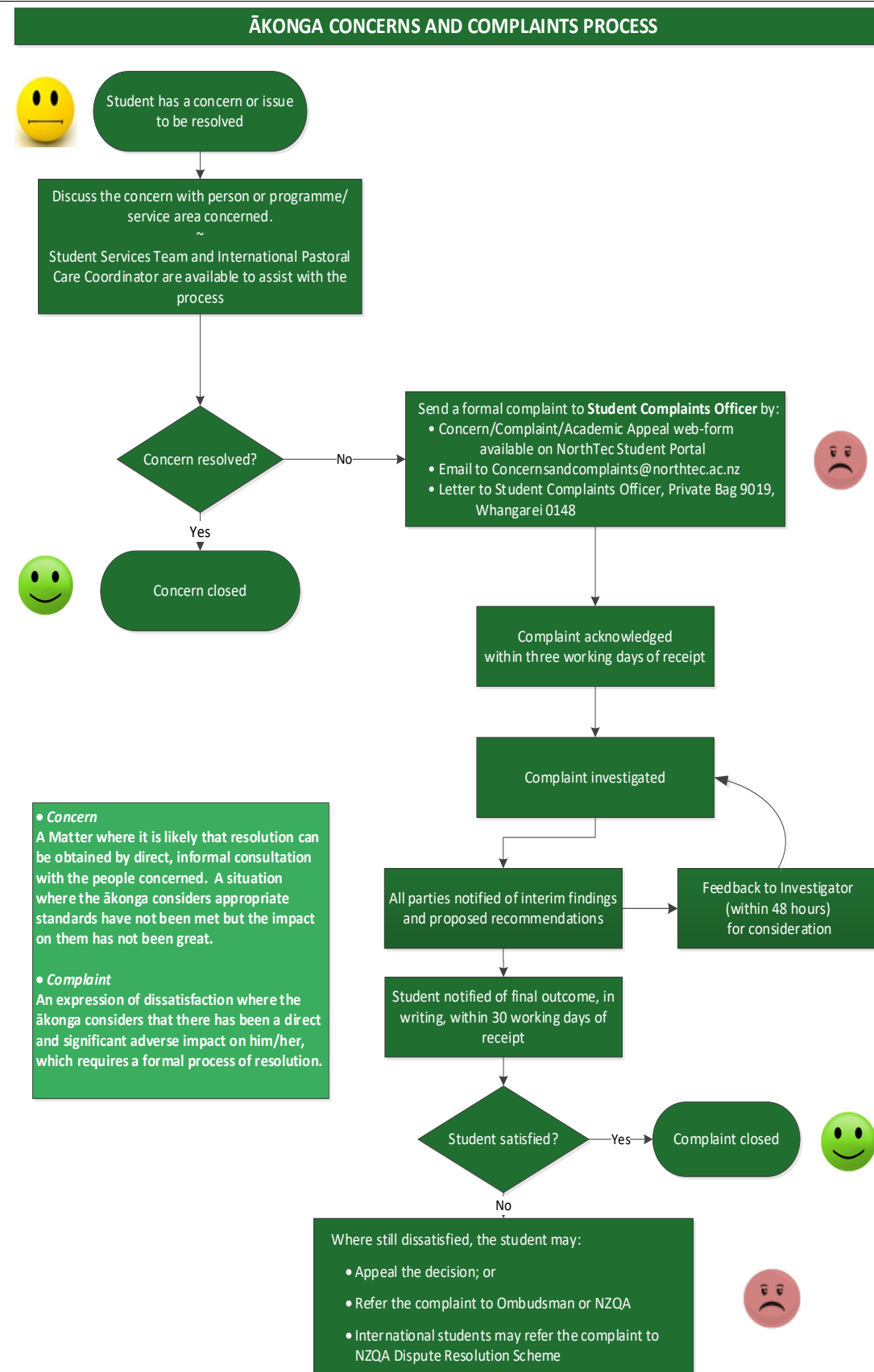
What is “bullying”?

Persistent, offensive, abusive, intimidating, malicious or insulting behaviour (expressed or implied) which makes the recipient(s) feel threatened, vulnerable or humiliated, undermines their self-confidence and/or causes them to suffer stress.

If you believe you are being harassed or bullied, please contact an Anti-Harassment /Bullying Contact Person. You may use these concerns and complaints procedures OR the contact person can advise you about other options.

Anti-Harassment/Bullying contact people are listed here:

www.northtec.ac.nz/mynorthtec#student-support



STEPS FOR MAKING IT BETTER

1. OUTLINE THE PROBLEM

Clearly identify the extent of the problem and think about the improvements you would like to see happen. You may contact a navigator to help you through the process of raising your concern.

2. RAISE A CONCERN

You can talk informally with the student or staff member responsible in an attempt to resolve the problem yourself. You may have a support person with you, or you may ask a support person to talk to the student or staff member on your behalf.

3. REPORT YOUR CONCERN

If you and the student or staff member have not been able to resolve your concern, report your concern to your tutor or manager. You can do this yourself or have a support person report it on your behalf.

4. MAKE A FORMAL COMPLAINT

Still no better? Too serious for the above process? You may wish to lodge a formal complaint:

- Submit the complaint form (found on the Student Portal and NorthTec website)
- Email to concernsandcomplaints@northtec.ac.nz
- Send a letter to the Student Complaints Officer, Private Bag 9019, Whangārei Mail Centre 0148.

Make sure you keep a copy of your complaint.

You may have a support person or kaimahi / staff member make a formal complaint on your behalf or assist you to make the complaint.

Student Support Services can help guide you through the process – see overleaf for contact information.

IT'S YOUR RESPONSIBILITY TO:

- Follow the appropriate steps
- Provide full and accurate information
- Treat people with courtesy
- Respect confidentiality

DO YOU NEED HELP OR SUPPORT?

Talk to your tutor or contact the Student Support Services Team.

Email: navigator@northtec.ac.nz

Phone: 0800 808 856

IT'S FAIR FOR YOU TO EXPECT THAT:

- Processes are transparent and fair
- Decisions are made without bias
- Confidentiality is maintained
- Your concern or complaint is taken seriously and acted on promptly
- You may have an advocate (someone who assists you, observes that the process is followed and provides advice on the process and options)
- You will not be disadvantaged for making a complaint or raising a concern
- You will be kept informed of progress of any investigation
- You will have the opportunity to read/see and respond to evidence collected in an investigation before a decision is made

You will be notified of the decision and the reasons for the decision and your options regarding the decision including review and appeal.

NOT SATISFIED?

If you are not satisfied with the outcome of your complaint, you may:

- Appeal the decision by informing the Student Complaints Officer, in writing, advising the grounds for the appeal.
- Refer the complaint to New Zealand Qualifications Authority or the Ombudsman.

INTERNATIONAL STUDENTS

Please note: additional support is available through the International Pastoral Care Coordinator. Please email internationalsupport@northtec.ac.nz or visit the International Office on Whangarei or Auckland Campus.

If you are not satisfied, you may refer the complaint to New Zealand Qualifications Authority's Disputes Resolution Scheme.