

Making things better at NorthTec!

**Student Concerns,
Complaints and
Academic Appeals**



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 *Student 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?

Primarily the policy covers any aspect of NorthTec's services including:

- Academic procedures
- Programme content
- Programme delivery
- Staff conduct
- Student conduct
- Facilities and equipment – supply, maintenance and access
- Administrative and learning support
- Harassment and bullying - but please note that you may also seek mediation under the policy: *Anti-Harassment and Bullying (04.014)*.

WHAT IS NOT COVERED BY THE POLICY

Appeals against academic decisions are not covered by this policy. Decisions made by NorthTec about admission, recognition of prior learning, unit/credit transfer, assessment, aegrotat pass, academic progression or graduation may be raised under the policy: *Academic Appeals (09.002)*.

THE CONCERN/COMPLAINT PROCESS

STUDENT CONCERNS, COMPLAINTS & ACADEMIC APPEALS



DO YOU NEED HELP OR SUPPORT?

Talk to your tutor or make contact with Student Support Services or the International Team.
Domestic Students: navigator@northtec.ac.nz
International Students: international@northtec.ac.nz



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 in the Student Support Service or International teams 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 their 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)
- Inform the Student Complaints Office: concernsandcomplaints@northtec.ac.nz

Make sure you keep a copy of your complaint.

You may have a support person make a formal complaint on your behalf, or assist you to make the complaint. The Student Support Service or the International team can help with your concern or complaint – see overleaf for contact information.

What is a “concern”?

A situation where the student considers appropriate standards have not been met. The student perceives that the impact on him/her has not been large and it is likely that resolution can be obtained by direct, informal consultation with the people concerned.

What is a “complaint”?

A written expression of dissatisfaction where the student seeks some form of redress or change in a situation; where the student considers that there has been a direct and significant adverse impact on him/her, which requires a formal process of 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

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 make contact with the Student Support Services or International Team.

For Domestic:

Email: navigator@northtec.ac.nz

For International:

Email: international@northtec.ac.nz

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?

Further Resolution options:

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

- appeal the decision by informing the Students Complaint Officer in writing, or
- refer the complaint directly to the following organisations outside of NorthTec who will provide an independent assessment of your complaint.

NZ Qualifications Authority (NZQA) - risk@nzqa.govt.nz 0800 697 296 www.nzqa.govt.nz

The Ombudsman - info@ombudsman.parliament.nz 0800 802 602 www.ombudsman.parliament.nz

iStudent Complaints – for international learners to resolve financial and contractual disputes
complaints@istudent.org.nz 0800 006 675 www.istudent.org.nz

Tertiary Education Dispute Resolution (Talk Meet Resolve) - for domestic tertiary learners to resolve financial and contractual disputes info@talkmeetresolve.co.nz 0800 119 221
www.talkmeetresolve.co.nz

If you need more information on the complaints process or clarity on which dispute resolution scheme applies to your situation, please contact Student Support Services or the International Team or NZQA directly. See more at www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/