

Policy Number:	SG.08	Version Number:	2016 v1
Policy Name:	STUDENT CONCERNS AND COMPLAINTS		
Approved by:	Strategic Leadership Team (SLT)		
Last Reviewed:	2016	Review Period:	3 years (2019)

Purpose

This policy establishes procedures for the resolution of concerns or complaints between individuals or groups of students, with staff or the Institute administration, in order that resolution by agreement may occur. If the latter is not possible, it ensures that procedures are in place to assist the Strategic Leadership Team (SLT) to make a final decision on resolution of the concern or complaint.

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 SLT 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 SLT.
6. A complaint forwarded in writing to the SLT will be fully investigated before a decision is made and resolution sought. The decision of the SLT 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 either telephone or Skype contact could replace face-to-face meetings.
9. Where a complainant is not satisfied with the decision of the SLT, 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 the International Education Appeal Authority:

<p>International Education Appeal Authority Tribunals Unit</p> <p>Postal address: Level 1, 86 Customhouse Quay, Wellington 6011</p> <p>Street address: Private Bag 32-001 Panama Street Wellington 6146</p>	<p>Telephone: +64 (4) 462 6660 Fax: +64 (4) 462 6686</p> <p>Email: ieaa@justice.govt.nz</p> <p>Website: www.justice.govt.nz/tribunals/international-education-appeal-authority</p>
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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.

<p>NZQA</p> <p>Call Centre Open Monday - Friday, 8.00 am - 5.00 pm</p> <p>Postal address: PO Box 160 Wellington 6140</p> <p>Street address: Level 13 125 The Terrace Wellington 6011</p>	<p>Freephone in NZ: 0800 697 296</p> <p>Telephone: +64 (4) 463 3000</p> <p>Fax: +64 (4) 463 3112</p>
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12. Students may lodge a complaint using the 'Complaints Kit for Formal Complaints about Providers' if the provider's internal procedures do not result in a satisfactory resolution of concerns: <http://www.nzqa.govt.nz/assets/About-us/complaints.pdf>.

Flowchart | See flowchart SG.08 2016V1