

UUNZ Student Concerns, Complaints and Academic Appeals Policy

Policy Title

Student Concerns, Complaints and Academic Appeals Policy

Audience and scope

This policy is relevant to all staff and students at UUNZ

Document management:

Policy Number	GP13V2	Approval by	Academic Board
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Category	Operational Management		
Policy owner	UUNZ Institute of Business		

History:

Version	Effective date
1	12 July 2018
2	28 February 2019

Purpose

To provide a framework for resolving concerns, complaints, and academic appeals.

Policy:

UUNZ shall receive, acknowledge, register, and act upon student concerns, complaints, and academic appeals and make every effort to resolve them to the satisfaction of all parties.

Definitions:

The following definitions apply:

- a) Concern – Matter best resolved by direct or informal contact with the person/people involved
- b) Complaint – Notification received in writing of a situation where the complainant considers that they have been directly or significantly adversely impacted; requires a formal process of resolution.
- c) Academic Appeal - A written request by a student to the Academic Board, to voice any disagreements on decisions made following the result of a Special Consideration request lodged by the student.

Procedure:

1. For any Academic Appeal, students should first have been through the process of submitting a Special Consideration Form and been notified of the outcome. Should students then remain further unsatisfied with the result, they then need to submit in writing, a full account of the issue or problem to uunz@uunz.ac.nz, should it not be resolved and they will be notified in 5 working days of the receipt of their submission and will be contacted further by a representative of the Academic Board within 10 working days.
2. For General concerns and complaints, students should submit in writing, a full account of the issue or problem to uunz@uunz.ac.nz, they will be notified in 5 working days of the receipt of their submission and will be contacted further by a relevant party within 10 working days.
3. If any of the above procedures have been carried out and students are still dissatisfied with the decision, For Academic Appeals, they may appeal further to the Academic Board by submitting a full written request to uunz@uunz.ac.nz and will be notified further by a representative of the Academic Board within 10 working days. For general concerns and complaints, students also need to submit a written submission to uunz@uunz.ac.nz and will be notified further by a representative of Senior Management within 10 working days.
4. Any of the decisions made by the Academic Board and the Senior Management of UUNZ Institute of Business, respectively in point 3 are considered full and final and subject to no further change.
5. If students are still unhappy or seriously concerned by any of the procedures from points 1-4, they need to contact NZQA by sending an email to qadrisk@nzqa.govt.nz who will refer the complaint back to UUNZ first to resolve internally, or in very rare cases where mediation is needed, refer the complaint to iStudent complaints who are the appointed operators of the International Student Contract Resolution Scheme (DRS). Under section 13(1) of the Ombudsmen Act 1975.

Concerns

Students are strongly encouraged to discuss their concerns directly with the relevant staff member/s first before submitting a formal complaint.

Complaints

To ensure that complaints/appeals can be resolved effectively:

1. A General concern/complaint must be lodged within (90) days of the event occurring;
2. An Academic Appeal must be lodged within 10 working days of being advised of the Special Consideration Decision (result).

UUNZ reserves the right not to proceed with a complaint:

1. Which is anonymous.
2. Where a General concern/complaint made more than ninety (90) days after the alleged incident/issue
3. Where an Academic Appeal is made without following the procedure of submitting a Special Consideration first.

Where there is a conflict of interest, the relevant staff member will direct the complaint/appeal from the student to their supervisor.

On receipt of a written concern/complaint or completed complaints form, a member of the Senior Management Team or a representative of the Academic Board will further investigate the issue.

The nominated person for investigation will:

1. Determine the nature of the concern/complaint and if any institutional policies and procedures apply.
2. Coordinate the response to the concern/complaint.
3. Endeavour to resolve the concern/complaint/appeal either through emailing the student in the first instance, within 10 working days of investigating the issue, and then meeting the student in person if requested to conduct separate discussions with the student and other parties brought together.
4. Where possible, endeavour to resolve the concern/complaint/appeal within 28 working days.
5. The nominated person for investigation will record complaints in a centralised complaints register and will report to the relevant Boards (UUNZ Academic Board and UUNZ Governance Board) a summary of appeal activities at the most recent Board Meeting after the conclusion of each case.

Related Documents

UUNZ Special Consideration Policy

Other related Academic Policies and Procedures

Statutory Compliance and National Guidelines

Human Rights Act 1993

Ombudsmen Act 1975

The Education (Pastoral Care of International Students) Code of Practice 2016
(<http://www.nzqa.govt.nz/providers-partners/educationcode-of-practice/>)