



Student Grievance Policy

Policy Name:	Student Grievance Policy
Date last approved/updated:	July 2009
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Policy Owner:	Executive Director, Student and Community Engagement
Responsible Manager:	Director, Student Services
Approved by:	Leadership Team
Date of next review:	July 2011 Review with: Academic Statute; Student Disciplinary Statute; and Countering Harassment Policy

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Schedule A: Flowchart of Student Grievance Process

1. PURPOSE

- 1.1 Unitec is committed to ensuring that student grievances are dealt with both fairly and promptly. The purpose of this policy is to ensure that:
- (a) there are clear pathways for students to give feedback, express their concerns, voice complaints and have their grievances resolved;
 - (b) grievances are promptly and properly investigated, and decisions are based on sound evidence; and
 - (c) there is a central, institute-wide system to monitor grievances, and the actions taken by Unitec to resolve them.

2. PRINCIPLES

- 2.1 In making or dealing with any grievance, staff and students should follow the principles set out below.
- (a) Unitec encourages any student with a grievance to express that grievance through the appropriate channel.
 - (b) Unitec takes all grievances seriously and aims to resolve all student grievances within Unitec in the first instance if possible. If a grievance cannot be resolved within Unitec, the student may take the grievance to the appropriate external organisation.
 - (c) All complaints must be dealt with promptly and fairly, generally speaking, fairness means that:

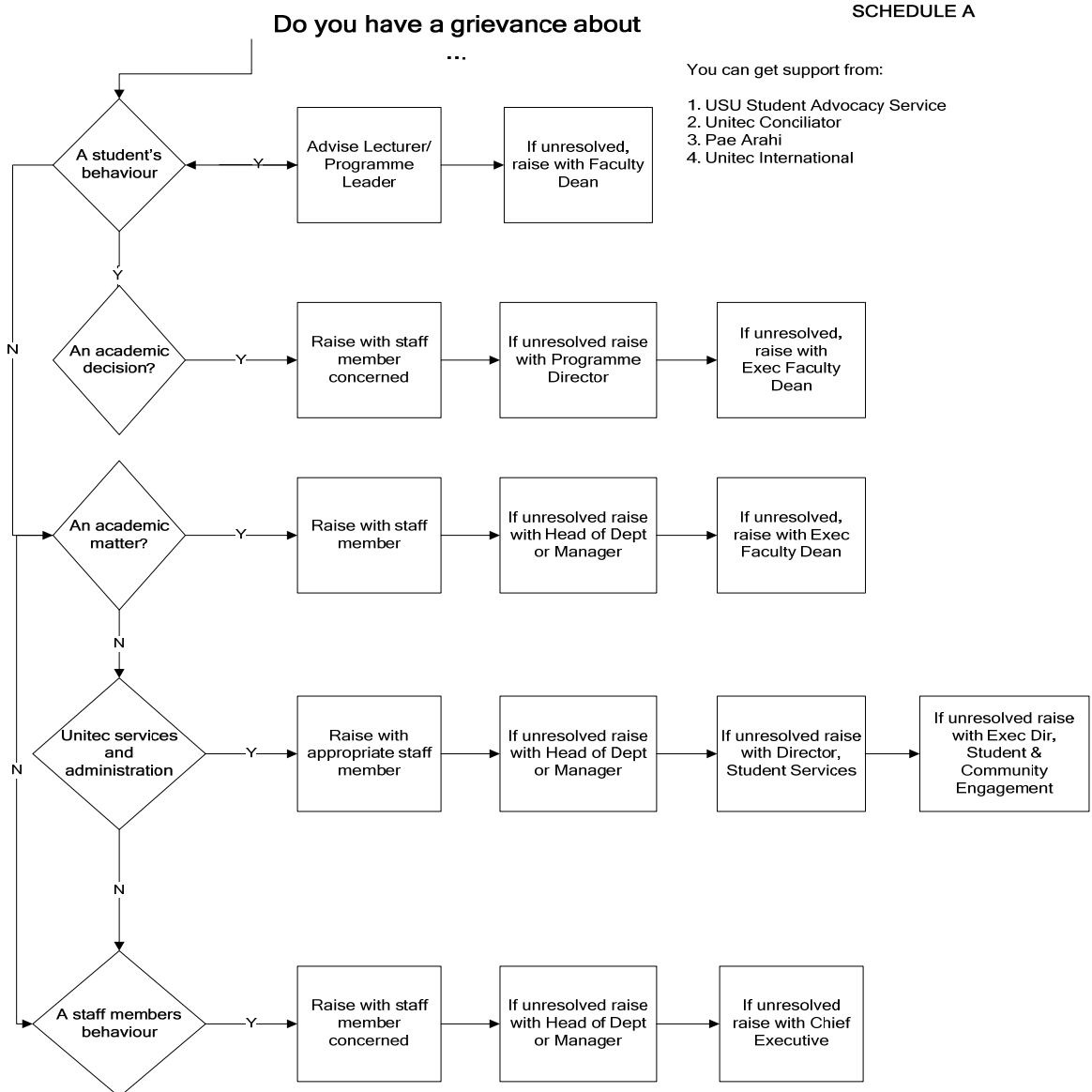
- (i) staff and students should be informed of any complaint made against them, and should be given an opportunity to respond to such complaints before any decision that affects them is made;
- (ii) decisions must be based on all the information provided, and after consideration of the relevant issues.

3. LODGING A GRIEVANCE

- 3.1 In general and where practicable a grievance should be made in the first instance to the person directly responsible. If this is not practicable the grievance should be made to a staff member/their manager. The grievance can be escalated if the student is not satisfied with the response.
- 3.2 In lodging or preparing to lodge a complaint a student is encouraged to seek advice and support from Unitec's support services.
- 3.3 If a student has a grievance **about another student's behaviour** the student should raise it with their lecturer, Programme Director or Head of Department.
- 3.4 If the grievance is **against Unitec services and administration** the grievance should be lodged in the first instance with the appropriate staff member, lecturer or Programme Director and may be escalated to Director Student Services or Executive Director Student and Community Engagement.
- 3.5 If the grievance is about an **Academic decision**, the student should refer to the appeals process in the Academic Statute.
- 3.6 If the grievance is about **other academic matters** (learning, teaching, course relevance) this should be raised with the lecturer or Programme Director in the first instance and may be escalated to the Head of Department, or Faculty Executive Dean.
- 3.7 If a student has a grievance against a **staff member's behaviour, this should be raised with the staff member or their manager and may be escalated.**
- 3.8 Where a grievance is made the staff member approached will complete the Student Grievance Form and ensure that it is recorded and responded to appropriately.
- 3.9 The investigation into the grievance will commence immediately after it has been lodged and the student will be notified of progress and actions within 3 days of lodging a grievance.

4. ASSOCIATED DOCUMENTS

- [Student Grievance Form](#)



Revision History (Office use only – this will be added as part of the policy management process).

Initial approval: 9 July 2004

Amendments (date and substance):

May 2007 – broken hyperlinks removed; July 2007 – USU Advocate details updated (Schedule B); July 2008 – USU Advocate details updated and details of USU Education Coordinator added (Schedule B) and Hyperlink to General Disciplinary Statute created; Feb 2009 – Position title changes made to reflect new organisational structure; July 2009 – revised and updated, renamed Student Grievance Policy (formally Student Complaints Policy)