

Steps for Investigators of an Academic Complaint

Step 1 Email the Student to introduce yourself.

Step 2 Provide a copy of the Academic Complaint to all staff members or students named in the complaint

Step 3 Carry out an investigation by looking at the evidence and talking to all parties concerned if appropriate. If the student is invited to a meeting, ensure they are aware of their right to bring a support person.

Step 4 Ensure any person who makes a statement verifies, signs and dates it in front of a witness.

Step 5 Keep a record of all actions including dates, who was present, the nature of the discussion & resolution

Step 6 Provide all stakeholders with weekly updates.

Step 7 Decide if the investigation conducted supports the complaint.

Step 8 Within 10 working days complete the 'Academic Complaint Investigation Outcome Template' stating the reasons why a) it has been upheld or b) why it has NOT been upheld. Send to the student with cc resolutions@unitec.ac.nz and all stakeholders

Note: If the student does not respond within 30 days at any stage of the investigation, you may decide not to proceed.

Academic Complaint Possible outcomes

Investigators should use the options below to guide recommendations to teaching staff, Schools and the Institute as a result of an Academic Complaint Investigation process.

Recommendations for the Student:

- a) A re-sit or re-submission
- b) Allow APC (Affected Performance Consideration)
- c) Substitution of a higher grade
- d) Extension of a deadline
- e) Escalate to an Appeal Hearing
- f) Deferral
- g) Recommend a review of the decision - state grounds for this
- h) Uphold original decision

FOR INVESTIGATOR

Recommendations for the School/Institute:

- a) Review of assessment, process or outcome
- b) Review of Policy, Procedure, Regulations
- c) Continuous improvement action to be implemented for course/programme, specific Unitec department or the Institute as a whole