

Academic Complaint Process

Follow this process if you want a review about any of the following:

- ✓ The final grade awarded for any Course
- ✓ The outcome of an Affected Performance Consideration (APC) decision
- ✓ The award of a Qualification
- ✓ A decision about enrolment in or admission to a Programme or Course
- ✓ Progression in a programme
- ✓ Exclusion from any coursework or assessment
- ✓ Insufficient demonstration of clinical competence leading to failure of a course

If your complaint is not included here,
refer to the Student Complaint policy

Step 1: You **must** discuss the issue with the Lecturer, Programme Co-ordinator, Academic Programme Manager or Head of School as soon as possible

Issue not resolved?

Issue is resolved/no further action needed

Step 2: You **must** consult support services*

Step 3: Download & complete Academic Complaint Form [here](#)



Step 5: Email the completed form along with evidence to resolutions@unitec.ac.nz within 15 working days*** of receiving notification of the decision

What happens next?

- 1 You will receive an email acknowledging receipt of the Academic Complaint within 2 working days
- 2 An investigator from outside the School will introduce themselves to you via email
- 3 You will receive weekly email updates from the Investigator
- 4 You may be asked to a meeting; you may bring a support person
- 5 You should receive a decision within 10 working days *(if possible)*
- 6 You should respond to any communications from the investigator within 30 calendar days otherwise the Academic Complaint will be discontinued.

If your Academic Complaint is denied, you may be entitled to appeal further if you consider (1) there has been a procedural flaw in how your complaint was dealt with OR (2) new information has come to light. You will need to demonstrate either (1) or (2) with evidence. The [Appeal Procedure is here](#). You will be informed whether your request for an appeal will proceed to a hearing or not.

** Support services available*

Advocacy & Guidance
Student Support Advisor -. Email: studentsupport@unitec.ac.nz
Student Advocate Email: studentadvocate@unitec.ac.nz
Unitec Student Council (Te Kaunihera Akonga o Wairaka)
International Student Support - Email: internationalsupport@unitec.ac.nz