**Student Complaints Resolution Process checklist – v16**

**Executive or relevant manager\***

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| **#** | **Action** | **Due** | **Completed** |
| 1 | Receive Notice of Complaint (NoC) via email from [studentcomplaint@unitec.ac.nz](mailto:studentcomplaint@unitec.ac.nz) |  |  |
| 2 | **Consider if** **you are sufficiently without bias** to investigate/decide the complaint. If not refer to section 6(d) and 8(b) of the Procedures. | within 3 working days of your receipt of the complaint |  |
| 3 | Decide if investigating yourself or delegate to an investigator (a list of available investigators will be provided) – if delegating email NoC to investigator and notify [studentcomplaint@unitec.ac.nz](mailto:studentcomplaint@unitec.ac.nz) |  |

**Investigator\* – all steps**

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| **#** | **Action** | **Due** | **Completed?** |
| 1 | Receive Notice of Complaint (NoC) via email from person who delegated the complaint to you |  |  |
| 2 | Email all involved parties\* individually (CC support people for that individual) and introduce yourself as the investigator | Within 3 working days of your receipt of NoC |  |
| 3 | Provide a copy of NoC to Respondent & any other staff/student named in the NoC |  |
| 4 | Begin investigation  - Liaise with HR if Respondent is staff  - Where possible meet with the complainant and other parties separately in a neutral space  - Liaise with Unitec Legal counsel if complaint involves Student Misconduct  - Liaise with Director Student Success if complainant is an international student - Act in accordance with related policies which are listed in section 7 of the Policy |  |
| 5 | Provide weekly updates to all parties\* |  |  |
| 6 | Investigate and seek to resolve complaint as set out in section 7 of Procedure (*see below*) including meeting with parties and witnesses separately (advise they can bring support people) | Before the notification due date. See below |  |
| 7 | Complete the investigation and send the Student Complaint Investigation and Decision report and the draft decision notification (see templates provided) to Executive or relevant Manager responsible for resolving the complaint. |  |
| 8 | If the investigation is likely to go beyond 25 days: Send notification of a revised due date with reasons to all parties\* |  |

**Executive or relevant manager\* – final steps**

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| **#** | **Action** | **Due** | **Completed?** |
| 4 | Make a decision, communicate and notify the decision as follows:   1. If possible, meet face to face with the complainant to communicate the decision, as a minimum requirement communicate over the phone (in addition to email). If the complainant is an **international student** and you are unable to meet with the complainant, please request **guidance** from the International student support team. 2. Notify the complainant via email and CC [studentcomplaint@unitec.ac.nz](mailto:studentcomplaint@unitec.ac.nz).   *Please use the decision notification template*   1. Notify all other parties via email including the respondent | within 25 working days of complaint being sent to Executive or relevant manager  ***Note:*** *Ideally the face to face or phone discussion should happen before you send the email. However it is important to communicate the decision promptly (ideally within 1 working day of making the decision) so don’t delay email communication if it is difficult to arrange a meeting* |  |
| 5 | Email the completed Student Complaint Investigation & Decision Report to [studentcomplaint@unitec.ac.nz](mailto:studentcomplaint@unitec.ac.nz) to close complaint in the register | within reasonable period of time (no more than a few working days after notifying all parties of decision) |  |

**\*Definitions**

| Term | Means |
| --- | --- |
| Complainant | Student making a formal complaint. Where a group of Students lodges a complaint, the group must nominate one member of the group as the Complainant who will receive all communications on behalf of the group |
| Respondent | The person or corporate entity who or which is the subject of the formal complaint |
| Student | Person enrolled for one or more Courses at Unitec |
| Executive or relevant manager | The person who receives the Notice of Complaint, delegates to an Investigator and makes a decision in relation to the complaint.   * If the complaint is about academic matters (other than academic grade decisions) it is the relevant Head of School (HoS) * If the complaint is about a service it is the relevant Service Group manager * If the complaint is about another Student, it is the HoS of the programme in which the Respondent is enrolled * If the complaint is about a staff member it is the staff member’s HoS or relevant manager |
| Investigator | The relevant member of staff designated to investigate the complaint and provide the findings of the investigation to the Executive or manager to make a decision. |
| All Parties | All parties involved in the complaint such as the Complainant, Student Advocate, Student President, Legal Counsel, Student Complaints Administrator (studentcomplaint@unitec.ac.nz), Respondent, Investigator, International Student Support Services, Human Resources Business Partner, and the Executive or relevant manager  *Send separate emails to the complainant and respondent* |
| Student Complaints Administrator | * Monitors the Student Complaints email inbox and acknowledges receipt * Manages and updates the register   (Note: currently this role is carried out by the Student Connections & Engagement Co-ordinator ) |
| Working days | Working days means Monday to Friday |

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