**Ākonga Complaints Checklist**

 **Executive or relevant manager\***

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Action** | **Due**  | **Completed?** |
| 1 | Receive Notice of Complaint (NoC) via email from studentcomplaint@unitec.ac.nz |  |  |
| 2 | **Consider if** **you are sufficiently without bias** to investigate/decide the complaint. If not refer to step 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 – if delegating email NoC to investigator and notify (CC) studentcomplaint@unitec.ac.nz |  |
| 4 | Notify the Respondent of the complaint made against them and the forthcoming investigation. Remind of the available guidance and support. |  |  |
| 5 | Collaborate with Human Resources Business Partner when this is needed |  |  |

 **Investigator\* – all steps**

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Action** | **Due**  | **Completed?** |
| 1 | Receive Notice of Complaint (NoC) via email from person who delegated the complaint to you and read [Ākonga Concerns & Complaints Policy](https://www.tepūkenga.ac.nz/assets/Te-Kawa-Maiorooro/Akonga-Concerns-and-Complaints-Policy.pdf?_gl=1*1yyk312*_ga*NDc5Nzk1MDI0LjE2ODY3NzUyNzU.*_ga_XFTHX2SXCT*MTY4Njc3NTI3NC4xLjAuMTY4Njc3NTI3NC4wLjAuMA..) and [Ākonga Complaints Procedure](https://www.unitec.ac.nz/about-us/unitec-policies/%C4%81konga-student-complaint-procedure) |  |  |
| 2 | Email all involved parties(individually) & any other staff/student named in the NoC (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  |  |
| 4 | Begin investigation - Liaise with Human Resources Business Partner if Respondent is staff, if relevant and informed to do so by the executive or relevant manager- Where possible, meet with the complainant and other parties separately in a neutral space*.* If it is not possible to meet, they may meet on Teams/Zoom or provide a written response to the complaint allegations to keep the investigation moving. Advise them that they may bring a support person to any meetings. Any person making a statement needs to verify the accuracy of their statement. This may be done by signing and dating the statement in front of a witness. Notes taken at the meetings/interviews should be emailed to verify the accuracy and give the interviewee the opportunity to correct if misinterpreted. Document each step of investigation, dates, who was present, discussion and resolution if any was reached- Follow principles of natural justice (refer section 5 of the [Ākonga Concerns & Complaints Policy](https://www.tepūkenga.ac.nz/assets/Te-Kawa-Maiorooro/Akonga-Concerns-and-Complaints-Policy.pdf?_gl=1*1yyk312*_ga*NDc5Nzk1MDI0LjE2ODY3NzUyNzU.*_ga_XFTHX2SXCT*MTY4Njc3NTI3NC4xLjAuMTY4Njc3NTI3NC4wLjAuMA..))- Liaise with Unitec Legal counsel if complaint involves Student Misconduct- Liaise with Director Student Success if complainant is an international student- Liaise with Te Korowai Kahurangi if complaint is related to (a) course or programme (b) an enrolment or admission decision (c) assessment or final grade- Act in accordance with related policies which are listed in section 6 of the Ākonga Concerns and Complaints Policy  |  |
| 5 | Provide updates to all involved parties | Weekly |  |
| 6 | Investigate and seek to resolve complaint as set out in step 7 of [Ākonga Complaints Procedure](https://www.unitec.ac.nz/about-us/unitec-policies/%C4%81konga-student-complaint-procedure) including meeting with parties and witnesses separately (advise they can bring support people).  | Before the due date – Within 30 calendar days of the complaint being received by Student Complaints ***Note:*** Due date includes few days for the relevant executive to take a decision and provide outcome to the Complainant /respondent |  |
| 7 | All parties affected by the complaint is given an opportunity to read interim findings and draft recommendations before finalising the complaint in preparation for the final report to be given to the decision maker *(Refer section 2.2.9 of the Ākonga Concerns and Complaints Policy and section 7 (i) of the Ākonga Complaints procedure)* |  |
| 8 | Complete the investigation and send the Ākonga Complaint Investigation and Decision report and the draft decision outcome (template provided) to Executive or relevant Manager responsible for resolving the complaint. |  |
| 9 | If the investigation is likely to go beyond the due date: Send **notification of a revised due date** **with reasons** to all involved parties\* (The revised due date must include few days for the relevant executive to take a decision and provide outcome to the Complainant / respondent) |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **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. ***Note:*** *Section 2.2.9. of the Ākonga Concerns and Complaints Policy, Principles “All parties affected by a complaint are kept regularly informed of the progress of the complaint, given an opportunity to present evidence, and to read interim findings and recommendations before a decision is made.”*
2. Email the Decision Outcome letter to involved Parties (separate letters) with CC to studentcomplaint@unitec.ac.nz or email the Decision Outcome letter for all parties (separate letters) to Student Complaint to report outcome.

***Note:*** *Please use the decision notification template provided for the complainant*1. Email the completed Ākonga Complaint Investigation & Decision Report to studentcomplaint@unitec.ac.nz
 | within 30 calendar days of complaint being received by Student Complaints  |  |

***For Definitions: please refer to the*** [***Ākonga Concerns & Complaints Policy***](https://www.tepūkenga.ac.nz/assets/Te-Kawa-Maiorooro/Akonga-Concerns-and-Complaints-Policy.pdf?_gl=1*1yyk312*_ga*NDc5Nzk1MDI0LjE2ODY3NzUyNzU.*_ga_XFTHX2SXCT*MTY4Njc3NTI3NC4xLjAuMTY4Njc3NTI3NC4wLjAuMA..) ***and*** [***Ākonga Complaints Procedure***](https://www.unitec.ac.nz/about-us/unitec-policies/%C4%81konga-student-complaint-procedure)