Student Complaint Procedures

If you are a current, prospective or former student with a complaint about the University of Canterbury | Te Whare o Waitaha, we want to know so we can work with you to resolve your concerns. If you have a complaint about something that has affected you, this guide tells you what you can do to raise a complaint, and what the University will do with your complaint.

1.	Introduction Kupu Whakataki	1
2.	Complaints covered by this Procedure	2
3.	Complaints not covered by this Procedure	2
4.	Anonymous Complaints and Disclosures	3
5.	Principles	3
6.	Informal Resolution Options	3
7.	Formal Complaint Submission Process	4
8.	Receipt and Assessment	5
9.	Assisted Resolution Process	6
10.	Investigation	7
11.	Right of Appeal	8
12.	External Complaint and Appeal Options	9
13.	Frivolous, Trivial or Vexatious Complaints	10
14.	Privacy, Reporting and Record Keeping	10
15.	Definitions Tautuhinga	11
Арр	endix Complaints Process Diagram	12

1. Introduction | Kupu Whakataki

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If you need additional assistance to use these complaints procedures, for example, due to a language barrier or lack of internet access, please contact the UC Grievance and Academic Processes Advisor or the UCSA Student Advocate to discuss additional support options.

- 1.3 The complaints procedures are summarised in the diagram in the attached Appendix and discussed in detail below.
- 1.4 If you wish to raise a concern (but not a formal complaint under these procedures), then please contact <u>concerns@canterbury.ac.nz</u>.
- 2. Complaints covered by this Procedure
- 2.1 These procedures apply when a student raises a problem or concern regarding:a) their treatment by the

- e) serious wrongdoing, corruption, or a serious and substantial waste of public money: should follow the process set out in the <u>Protected Disclosures Act</u> <u>Internal</u> <u>Procedures and Code of Conduct;</u>
- f) health and safety: should report concerns and incidents through the <u>UCHealth and</u> <u>Safety Reporting Tool</u>;
- g) criminal matters: may also wish to refer the matter to the Police; and
- h) student loan, student allowance, or student loan repayments: should contact <u>Studylink</u>.

4. Anonymous Complaints and Disclosures

If you wish to make an anonymous disclosure you can do so through the <u>webpage</u>. You will be asked to complete an online form which allows the University to

contains information about the process and what happens when you submit an anonymous report. Please refer to the Report it <u>FAQ webpage</u> for further information.

5. Principles | Ng M t pono

- 5.1 When handling student complaints, the University and its staff will endeavour to:
 - a) handle complaints in a way that is fair, transparent, timely and effective;
 - b) work with students to consider their issues from a cultural perspective;
 - c) accommodate the involvement of the chosen support people and/or where requested by the student and/or the student is a minor; and
 - d) provide culturally responsive approaches to resolving complaints, including considering traditional and informal processes for raising and resolving issues.

tiakitanga, and the attributes that underpin these values to:

- a) Kia Tika: do what is right, be professional and maintain high standards;
- b) Kia Pono: be honest, truthful and act with integrity; and
- c) Kia Aroha: be respectful, responsive and empathetic.

At the centre of these attributes is utu reciprocation and balance.

- 6. Informal Resolution Options
- 6.1 Where appropriate and you feel safe to do so, students are encouraged to resolve issues informally by directly approaching the relevant UC staff member or service area, either on their own or with the support of a third party such as a UCSA Advocate. Informal resolution strategies might be conducted in person or via email, and include:
 - a) telling the person what the issue is;
 - b) asking them to stop or to behave differently; and
 - c) where appropriate, keeping a written record of this action.

6.2 Paragraph 6.1 does not apply to complaints concerning alleged criminal conduct, including <u>Prevention of Harassment and Bullying Policy</u> for further information. Criminal matters may be referred to the Police by the student or the

- 7.5 The University will not investigate a formal complaint submission where it reasonably considers that:
 - a) the person who has submitted the complaint is not a student (or a proper representative of a student);
 - b) the submission does not present a circumstance that meets the definition of a complaint;
 - c) another policy or procedure has been or can be used to consider the complaint;
 - d) the student has provided insufficient detail or evidence of the issue to enable it to be properly assessed;
 - e) the student is not willing to participate or assist the Grievance and Academic Processes Advisor;
 - f) the complaint is a Frivolous, Vexatious or Malicious Complaint; or
 - g) the complaint has been appropriately addressed or resolved, and does not warrant further action.
- 8. Receipt and Assessment
- 8.1 The University will provide students with written acknowledgement of receipt of a formal complaint within two (2) Working Days of formal lodgement of the complaint.
- 8.2 The Grievance and Academic Processes Advisor will process the complaint within approximately five (5) Working Days of its receipt. The Grievance and Academic Processes Advisor will determine whether the submission:
 - a) falls within the scope of another University regulation or policy which, for the purpose of complaint resolution, has a procedure to review the action, decision or omission that is the subject of the complaint. The Grievance and Academic Processes Advisor will refer the complaint for consideration under the appropriate University regulation or policy and advise the student of this referral; or
 - b) will be managed under the Student Complaint Procedure. The Grievance and Academic Processes Advisor will:
 - determine whether the Assisted Resolution Process (set out in paragraph 9 below) should be followed or whether an Investigation (set out inparagraph 10) is appropriate; and
 - ii) refer the complaint and recommendation arising from 8.2(b)(i) to the Responsible Officer (i.e. relevant Associate Dean, Executive Dean, Director, or

Academic Processes Advisor determines on the basis of the submission that a reasonable concern of bias or a conflict of interest exists with regard to that officer, in which case the Grievance and Academic ProETQ52 rc;[Ad)6(d)5(t)7(o)-5()9(that)]TE

9.3 Where twenty (20) Working Days is not reasonable, the Grievance and Academic Processes Advisor must:

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- a) in determining an appropriate remedy, the remedial action the student has sought is considered; and
- b) a remedy must be within the authority of the Responsible Officer or be recommended by the Responsible Officer to an appropriately delegated person or body, which has the authority to implement the remedy.
- 10.8 The Responsible Officer must give the Grievance and Academic Processes Advisor written reasons for their findings of fact and (if relevant) their recommendations. The reasons must provide enough detail for students and respondents to determine whether there are sufficient grounds for an appeal.
- 10.9 Where reasonable, the investigation should be concluded within thirty (30) Working Days.

Privacy

Privacy Commissioner: If you have an unresolved complaint about

University Council and Academic Board. This will include:

a) quantitative and qualitative analysis of the formal complaints received, referred, resolved and withdrawn, and of performance in complaint handling; and

- b) recommendations for changes to policy and practice, including with regard to the management of complaints.
- 14.3 The University will publish aggregate data relating to complaints on the UC website. Care will be taken to ensure that no student is identifiable based on the information made available.
- 15. Definitions | Tautuhinga

Academic Decision: A decision which causes a student an academic disadvantage.

Frivolous, Trivial or Vexatious Complaint: A complaint