

# Carey Student Complaints Procedure

## **INTRODUCTION**

Carey Baptist College (“Carey”) is committed to maintaining a fast and effective procedure to allow all students to bring forward any complaints or grievances where there is a cause for concern and immediate attention.

## **APPLICATION**

All Carey students.

## **PURPOSE**

Carey aims to provide the best possible solutions for resolving complaints as soon as possible, in an amicable manner which will benefit the interests of both parties involved.

## **PROCEDURE**

### **INFORMAL RESOLUTION**

1. If a student has a complaint in relation to the teaching or operation of Carey they should be encouraged to speak in the first instance with the person implicated in the complaint (following the principles of natural justice). The student may choose to do this with a support person accompanying them.
2. The staff member implicated is expected to deal with any and all matters in an open and professional manner, and to take reasonable and timely actions towards resolving the issue.
3. If a student is unsure about how to approach informal resolution they are encouraged to talk with either the Executive Director, the Academic Director or the Principal.

### **FORMAL COMPLAINTS PROCEDURE**

1. If the result of informal resolution does not resolve the complaint then a student may wish to lodge a formal complaint.
2. The student must submit their complaint in writing and deliver it to Carey for consideration by the Principal. The complaint should be submitted within three months of the original date of the matter or issue that gave rise to the complaint.
3. The Principal will acknowledge receipt of the complaint with the student concerned within three working days. Once a formal complaint is lodged then some or all of the following actions will be pursued in order to resolve the issue:
  1. Upon receipt of a complaint, all members of the Management Team will be advised of its lodgment (except in the instance where the complaint specifically concerns a member of the Management Team).
  2. The student, supported by a person or persons of their choice, should then have the opportunity to speak with the Management Team (or representative) regarding the complaint.

3. The Management Team will meet with the staff member concerned to discuss the concerns raised.
4. The Management Team will deliberate, after hearing the complaint and considering the written request and subsequent discussions, and seek to resolve the complaint at that stage.
4. The Principal will respond to all parties as to the findings and decisions reached within 25 working days from the original formal complaint being lodged.

## **MEDIATION**

Where appropriate, and in instances where agreement cannot be reached, mediation may be called for. Mediation can be provided via an independent and mutually agreed third party, or via Study Complaints | Ngā Amauramu Taurā (which acts as an independent body). If using the Study Complaints | Ngā Amauramu Taurā, the process will be determined by their processes as outlined on <https://www.studycomplaints.org.nz/>

If using a third party, a mediator will be selected on the agreement of all parties, however if agreement cannot be reached the Principal will nominate an independent mediator.

Once a mediator has been appointed they will contact each party and speak with them separately before another hearing is called.

At the conclusion of the hearing and the period of mediation, the mediator will complete a report outlining the proceedings and the decisions reached; this report must be signed by all parties and mediator.

## **DOMESTIC AND INTERNATIONAL STUDENT COMPLAINTS RESOLUTION SCHEME**

If after completing the complaints procedure outlined in the Student Complaints Policy and Procedure (or indeed at any stage), a student believes that their concerns or grievances have not been resolved they may, as an international or domestic student, contact Study Complaints | Ngā Amauramu Taurā. Information can be found on <https://www.studycomplaints.org.nz/> . Study Complaints | Ngā Amauramu Taurā can assist with financial matters, contractual matters and/or redressing claims after an NZQA investigation. This is an independent resolution service for all tertiary students.

For further information about making a complaint, view the information at <https://www.studycomplaints.org.nz/>, email [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz) or phone 0800 00 66 75.

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## **DEFINITIONS**

The following definitions apply to this policy:

**Staff** means Carey staff

**Student** means Carey students

**Carey** means Carey Baptist College

## **KEY RELEVANT DOCUMENTS**

Student Code of Conduct

Harassment Complaints Policy and Procedure

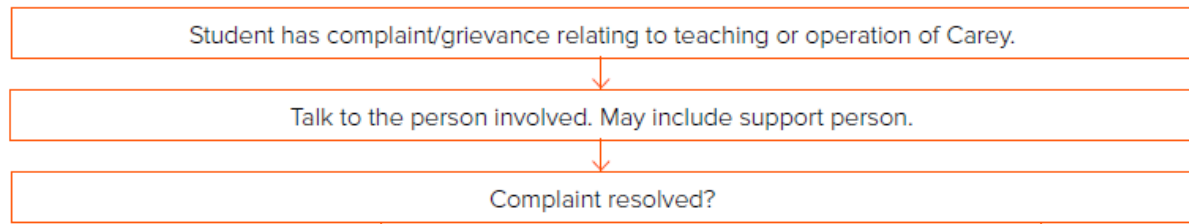
## **DOCUMENT MANAGEMENT AND CONTROL**

**Date Version Approved:** 21 January 2024



# COMPLAINTS FLOWCHART

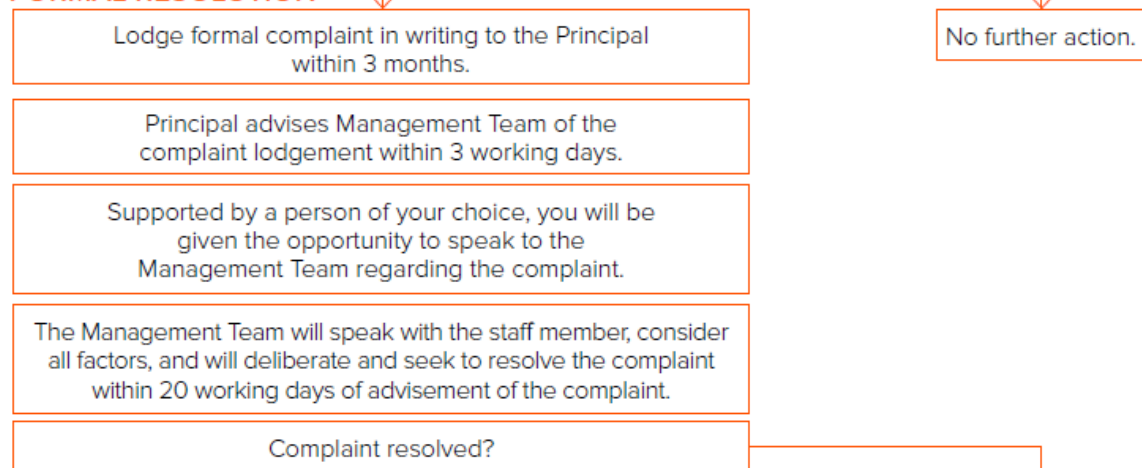
## INFORMAL RESOLUTION



NO

YES

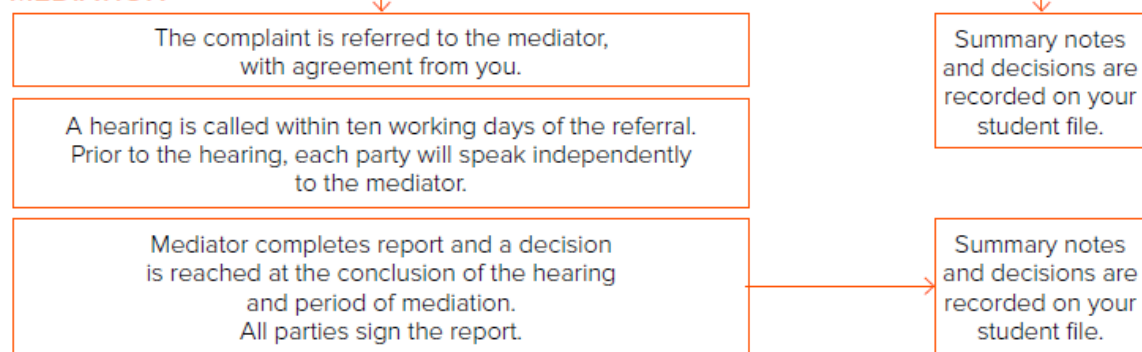
## FORMAL RESOLUTION



NO

YES

## MEDIATION



If after completing the complaints procedure outlined in the Students Complaints Policy and Procedure (or indeed at any stage), a student believes that their concerns or grievances have not been resolved, they may, as an international or domestic student, contact Study Complaints | Ngā Amauramu Tauira. Information can be found on <https://www.studycomplaints.org.nz/>

For further information about making a complaint, view the information at <https://www.studycomplaints.org.nz/>, email [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz) or phone 0800 00 66 75

Students also have the right to lodge a grievance with NZQA, who provide a service to assist students with complaints. For further information about making a complaint, email NZQA at [qarisk@nzqa.govt.nz](mailto:qarisk@nzqa.govt.nz) or phone 0800 697 296.

