

Complaints Process

Domestic & International Students

We want you to enjoy your time with us and feel safe, so if you have a concern or problem, these are the steps you should take. Your complaint will be taken seriously and investigated quickly and fairly.

What is your complaint?

An issue with my education, staff member, tutor or fellow student

The facilities or equipment at the campus

A personal issue

Financial or contractual

*see Student and Parent Complaints Policy



1

•

1

1

Firstly, consider directly approaching the person with whom the complaint exists (if appropriate)

Has the problem been resolved?



YES



Formal complaint in writing made to International Student Support Team

- A formal written complaint must be made to the International Student Support Team(ISST)
 complaintsUPIC@up.education within 3 days of the issue occurring.
- All written complaints received will be acknowledged in writing via email within two working days.
- ISST will refer the formal written complaint to the Head of College (HOC) who will begin the investigation.
- The HOC may escalate the formal complaint to the Executive Principal if deemed appropriate.
- A complaint can be made by an individual or as a group.
- The complainants will be advised of proposed outcome within 10 working days.



If not satisfied: Appeal made to the Executive Principal

- An appeal must be made in writing within 3-5 days of receiving the proposed outcome.
- The appeal will be acknowledged in writing within 3 working days.
- The appeal will be reviewed by the Executive Principal or delegated authority within five working days.
- The complainants will be kept informed of progress and receive an outcome in writing within 10 working days.



If still not satisfied: Appeal made to the CEO

- An appeal must be made within 3-5 working days of receiving the outcome.
- The appeal will be acknowledged in writing within 3 working days.
- Complainants to receive an outcome in writing within 10 working days.

External Appeal

If still dissatisfied with the outcome of the formal complaint this may be taken to:

NZQA: 0800 697 296 risk@nzqa.govt.nz or iStudent 0800006675 complaints@istudent.org.nz

Domestic Students: Please contact Tertiary Education Dispute Resolution | tedr.org.nz