

1. Rationale

UPIC NZ provides a safe physical and emotional environment for students and all members of the College community. This policy includes procedures and steps which should be followed by either Parents or Students to make a complaint. This policy also safeguards both internal and external community members throughout the complaint process.

2. Principles

- Every effort is made on campus, by the teachers, tutors, support staff, Deans, and senior leaders to listen to and respond fairly to any issues of concern raised and to resolve issues internally where appropriate and possible.
- If someone wishes to complain, they are heard.
- Groups may choose to make a complaint together.
- Everyone is entitled to bring a support person, or a translator to any meetings.
- Issues may be recorded and kept on file, with agreement where required.
- The campus will engage in respectful processes that demonstrate confidentiality, reasonability, impartiality, natural justice and use positive methods such as restorative justice. It will also approach matters with cultural sensitivity, making all reasonable affordances where appropriate.
- Whistle-blowers who report on the misuse of policies, corrupt or illegal practices or inappropriate behaviour are protected, in order that they may be heard through the Complaint process.

3. Correct steps in the complaints Policy

STEP 1 - LODGING COMPLAINTS:

- All formal complaints must be in writing to the International Student Support Team to complaintsUPIC@up.education within 3 days of the issue occurring.
- If a group wishes to complain, they must also provide a complaint using the same procedure, but needs to do so through an individual, and must indicate that this is a group complaint, identifying the names of all involved in the complaint.
- The complaint will be acknowledged by the Student Support Team to the complainant within 2 working days in writing (Appendix 1).
- Student Support Team then shares the complaint immediately with the appropriate HoC, and the HoC reviews the complaint.
- Student Support Team do not deal with the complaints received; they are the conduit for the student's or students' communication to the Head of College (HoC).
- If a staff member receives a direct complaint, the complainant should be advised to put this in writing to complaintsUPIC@up.education In this way the complaint is received and registered formally.

If the HoC deems that the matter places the student or anyone at risk (physical or mental) and/or could cause reputational damage to the College, they will escalate to the Executive Principal.

STEP 2 - INVESTIGATION:

- HoC commences an internal investigation.
- The HoC will arrange and hold a meeting with the complainant(s). The purpose of the meeting is to gain an understanding of the issue and to ask any questions or seek clarification.
- In the HoC meeting with the complainant(s), they will request consent on releasing the complaint and complainant's/complainants' identity to the teacher. If consent is not provided, the HoC may decide that given the nature and seriousness of the issue, that they will continue to address the matter with the staff member.
- The HoC will explain to the complainant(s) about measures to safeguard them in this process, in that, the teacher will not address the complaint/concern with the student(s) directly unless directed otherwise. In addition, any other steps to safeguard the student(s) in the circumstances will be outlined to ensure they feel supported and safe.
- A copy of the complaint will be provided to the teacher for a written response.
- The HoC will meet with the staff member to discuss their response. The staff member will have reinforced to them the above sensitivities in dealing with the matter with the complainant.

STEP 3 - OUTCOME:

- The HoC will consider the appropriate next steps in the circumstances and then hold outcome meetings with each party separately, or together, if appropriate.
- HoC outlines their findings and any associated action plan or pathway forward as the result.
- At these meetings, each party is supported, and the intention is for a resolution to be the result. The investigation and findings are documented and provided to both parties.
- In some circumstances, the result of the complaint(s) process may be a formal disciplinary process being taken with the staff member, which will be in line with Company policy.

STEP 4 (IF NEEDED) - APPEAL:

- Complainants are entitled to appeal any outcome.
- An appeal process could be initiated by either party and this should be initiated in writing to the Executive Principal between 3-5 days after step 3 has been completed (allowing sufficient reflection time).
- If still not satisfied this should be asked to be escalated to the CEO of Pathways.
- Beyond this an external appeal remains an option for the complainant to: NZQA 0800697 296 or on i-student complaints at 0800 006675 or email:
complaints@istudent.org.nz
- Domestic students should contact the Tertiary Education Dispute Resolution | tedr.org.nz

Notes:

1. *During the investigative meetings notes should be taken in all meetings. A support person can be brought to any meeting.*
2. *The HoC can at any time consult with the Executive Principal when advice is needed or escalate if necessary. If the complaint is about the HoC, a different individual will be appointed to the investigation.*
3. ***UPIC may not necessarily follow the steps in this procedure in order and can move immediately to one stage or another or take any other action/steps it deems***

appropriate in the circumstances. This is because complaints will need to be assessed on a case by case basis.

Date last reviewed	1 April 2021
Next review date	1 April 2024
Policy Approved By	Executive Principal