

# GRIEVANCE AND COMPLAINTS PROCEDURES

Laidlaw is committed to providing an environment that is safe, and which is free from harassment and discrimination. Safety issues may include something that should be occurring and is not or, something not up to standard.

Harassment and discrimination may be offensive behaviour or unwanted attention. It may involve an abuse of power to disadvantage, discriminatory behaviour, or insult. Any kind of harassment is unacceptable – sexual, racial, academic, religious, or any other form of discrimination.

Structures are therefore provided within Laidlaw to address complaints from students or other interested parties. International students are encouraged to talk to the Code of Practice Administrators (Academic Registrar and Student Dean) at the first instance.

At all points of the process a student is encouraged to bring a support person with them.

## ACADEMIC COMPLAINTS

For course-related concerns, including teaching, grading, and examinations:

- If a student has a concern relating to just one course, they should speak to the lecturer or tutor involved. If the matter remains unresolved, or if the issues relate to more than one course, the student should refer it to the Academic Head.
- If this proves unsatisfactory the matter should be referred to the National Academic Committee through the Student Representative on the Committee.
- If all these procedures do not result in a satisfactory resolution of the concern, the matter may be referred to the Principal.
- If all these procedures do not result in a satisfactory resolution of the concern, the matter may be referred to Study Complaints Ngā amuamu taurā. <https://www.studycomplaints.org.nz/> (see Appendix B.1 Complaints Procedure - Academic).
- If the complaint concerns an AUT qualification, information on the dispute resolution policy is available at: [www.aut.ac.nz](http://www.aut.ac.nz).
- If the complaint concerns an ACT qualification, information on the dispute resolution policy of ACT is available at: [www.actheology.edu.au](http://www.actheology.edu.au).

## GENERAL COMPLAINTS

For complaints related to personal, pastoral, or community matters:

- If a student has a general complaint, they should first contact the Student Dean (Henderson, Manukau, and Distance) or the Campus Coordinator (Christchurch).
- If this does not resolve the matter, the student should refer the matter to the Academic Head.
- If the above avenues do not result in a satisfactory resolution, students may refer their concerns to the Principal, through the Principal's Executive Assistant.
- If all these procedures do not result in a satisfactory resolution of the concern, the matter may be referred to the Chairperson of the National Governing Council (see the Principal's Executive Assistant for contact details).
- The NGC will arrange mutually agreed moderation if necessary.
- If all these procedures do not result in a satisfactory resolution of the concern, the matter may be referred to Study Complaints Ngā amuamu tauira <https://www.studycomplaints.org.nz/> (see Appendix B.2 Complaints Procedure - General).

## FINANCE COMPLAINTS

For complaints related to fees or other financial matters:

- If a student has a finance complaint, they should contact the Finance Operations and Systems Manager [FinanceOffice@laidlaw.ac.nz](mailto:FinanceOffice@laidlaw.ac.nz).
- If this does not resolve the matter, the student should refer the matter to the Chief Financial Officer.
- If the above avenues do not result in a satisfactory resolution, students may refer their concerns to the Principal, through the Principal's Executive Assistant.
- If all these procedures do not result in a satisfactory resolution of the concern, the matter may be referred to Study Complaints Ngā amuamu tauira <https://www.studycomplaints.org.nz/> (see Appendix B.3 Complaints Procedure - Finance).

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## UNRESOLVED COMPLAINTS

If you are an international student or a domestic tertiary learner and you have an unresolved complaint about Laidlaw College, then Study Complaints |Ngā amuamu tauira can help you.

They help with:

- Financial matters – involve money, for example refunds.
- Contractual matters – involve agreements, for example contracts to study.
- Redress claims – involve requests for money or actions to set things right after an NZQA investigation finds that there has been a breach of the Pastoral Code.

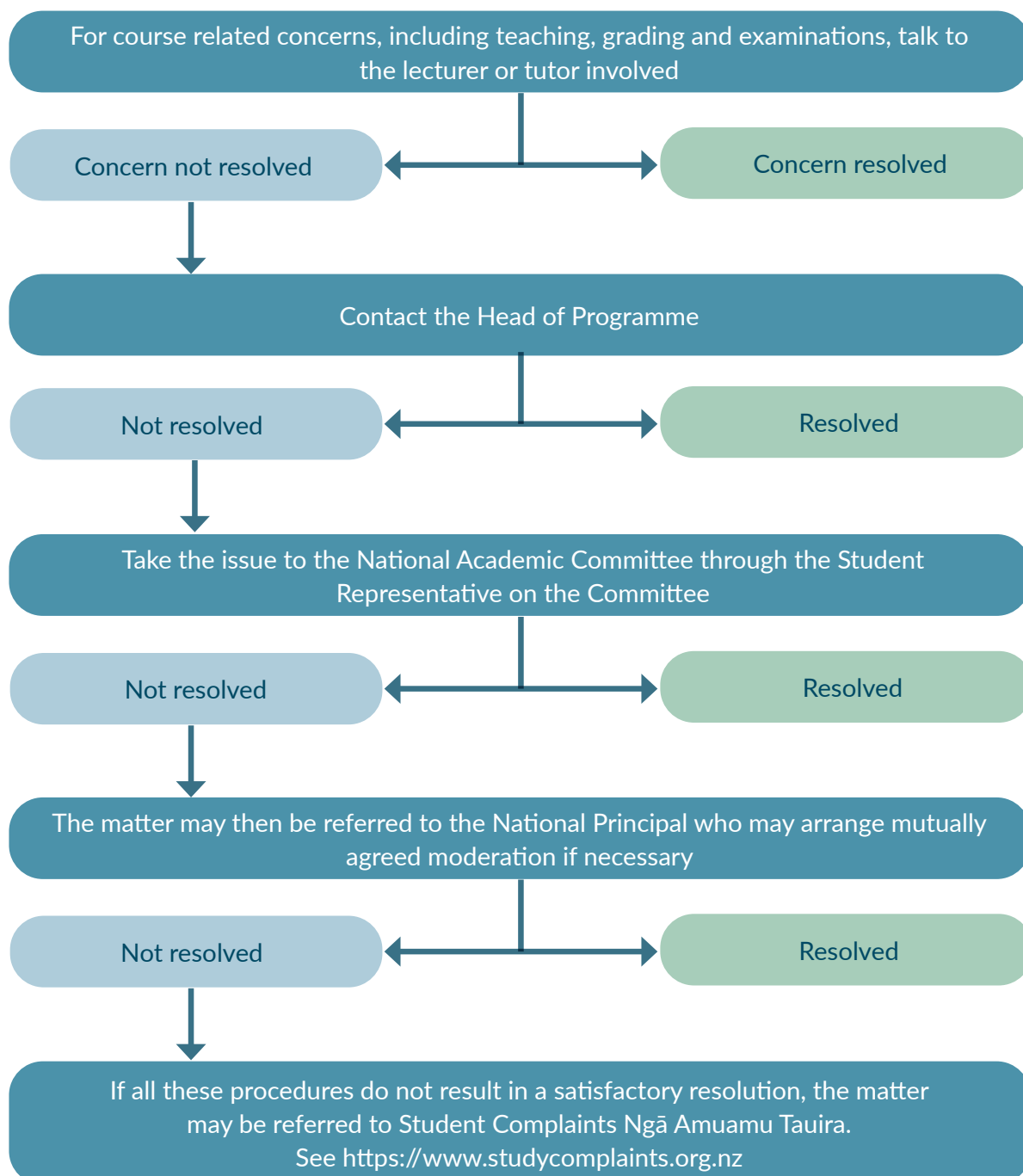
### **You can contact Study Complaints by:**

- Free phone 0800 0066 75
- Email [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz)
- Fill in a form at <https://www.studycomplaints.org.nz/about>
- Mail P O Box 2272, Wellington 6140, New Zealand.

# APPENDICES

## B.1 COMPLAINT PROCEDURE - ACADEMIC

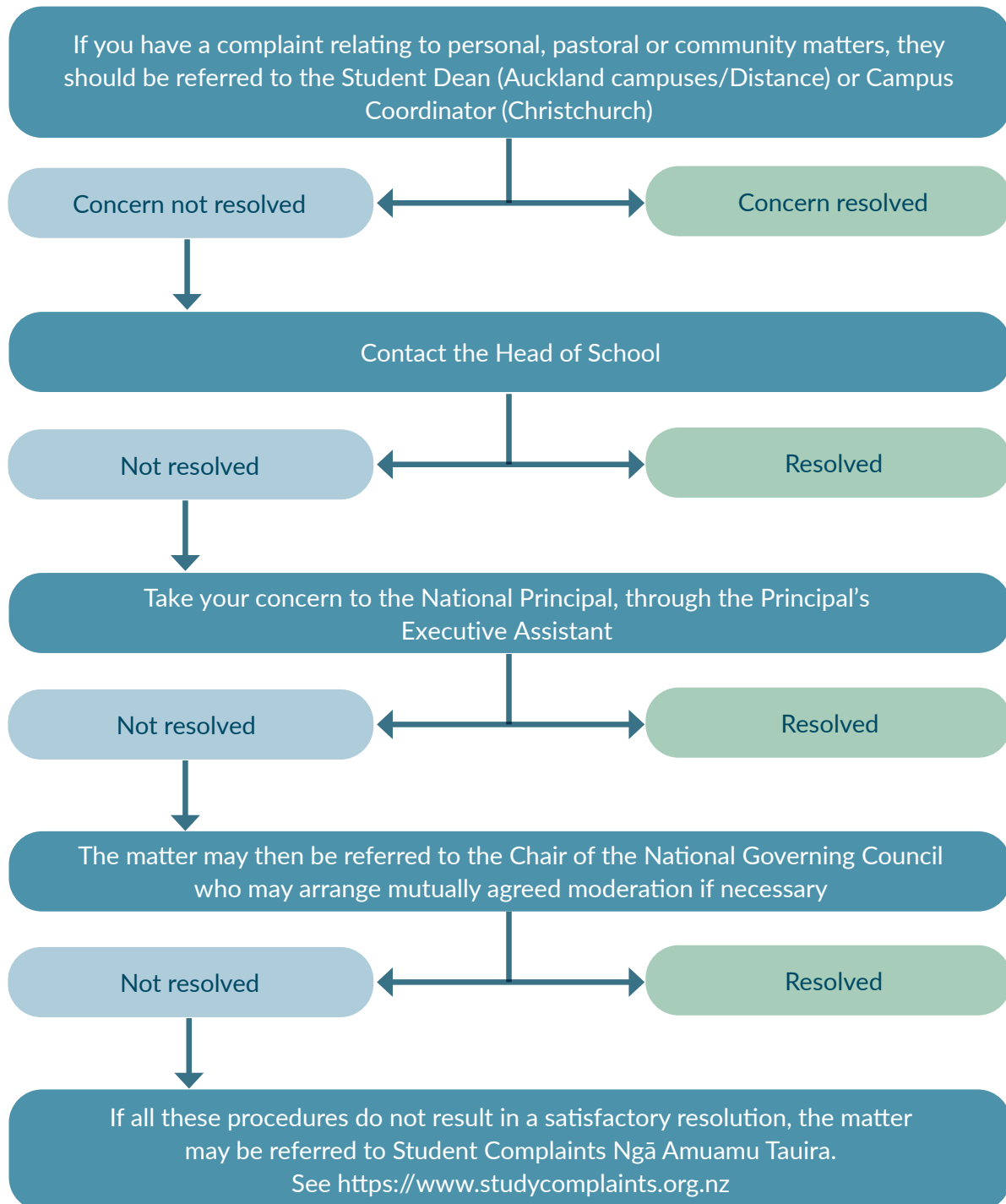
### Complaints (Academic)



At all points in the process you are encouraged to bring a support person with you to any meeting. The person you are meeting may also ask another staff member to be present as an observer.

## **B.2 COMPLAINTS PROCEDURE – GENERAL**

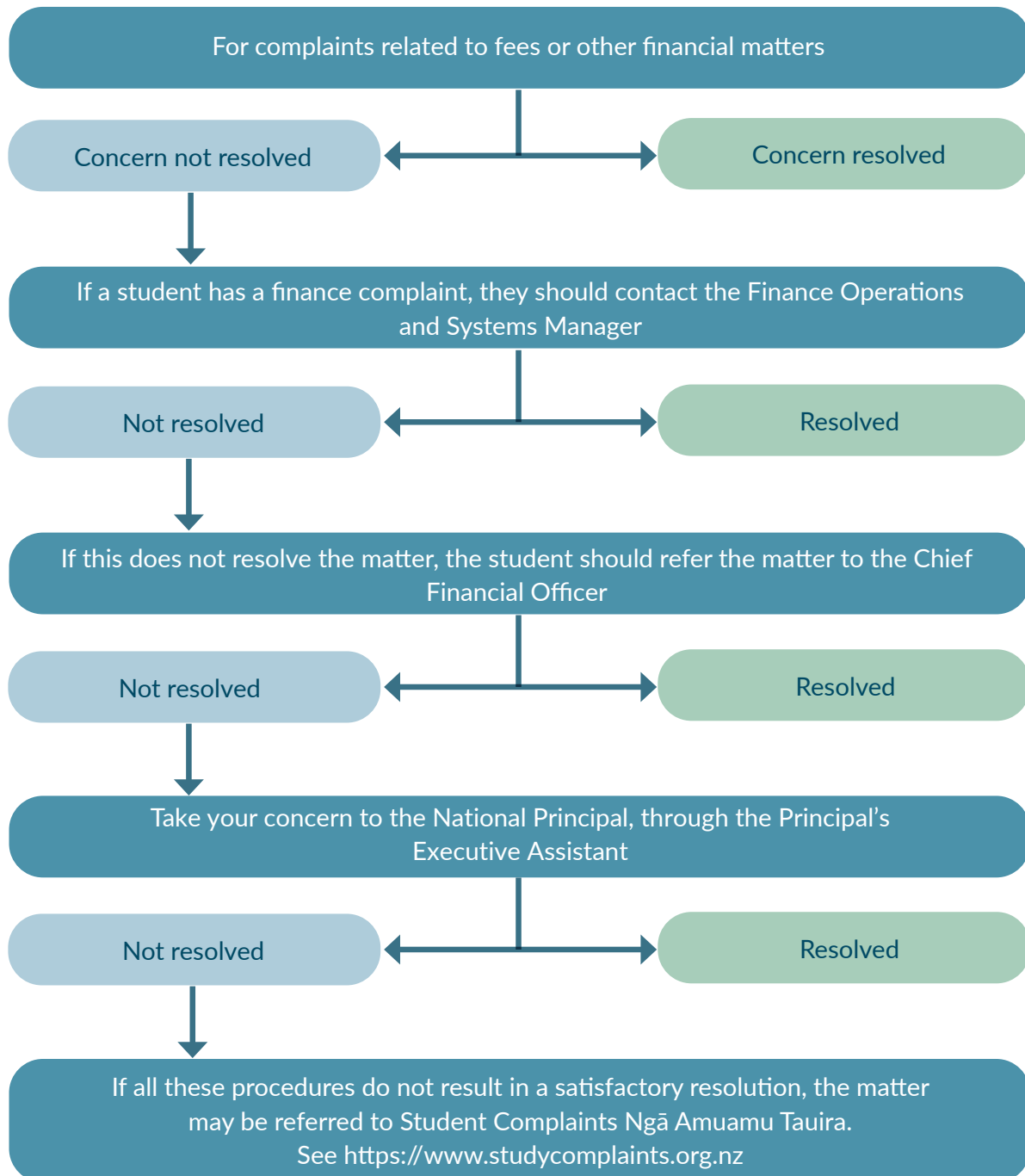
### **Complaints (General)**



At all points in the process you are encouraged to bring a support person with you to any meeting. The person you are meeting may also ask another staff member to be present as an observer.

### **B.3 COMPLAINTS PROCEDURE – FINANCE**

## **Complaints (Finance)**



At all points in the process you are encouraged to bring a support person with you to any meeting. The person you are meeting may also ask another staff member to be present as an observer.