

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

If a student has a complaint in relation to the teaching or operation of Carey they should speak in the first instance with the person involved. If the result of speaking with the person does not resolve the complaint then a student may wish to lodge a formal complaint.

The student must submit their complaint in writing and deliver it to Carey for consideration by the Principal who may also consult the faculty.

Once a formal complaint is lodged then some or all of the following actions will be pursued in order to resolve the issue:

- Upon receipt of a complaint, all members of the Management Team will be advised of its lodgement.
- The student, supported by a person or persons of their choice, should then have the opportunity to speak with the Management Team regarding the complaint.
- The Management Team will deliberate, after hearing the complaint and considering the written request, and seek to resolve the complaint at that stage.
- If the Management Team is unable to resolve the complaint they will refer it to a mediator who is deemed acceptable to both parties. Please note that the decision for such a person will be binding.

Once a complaint is resolved summary notes and the decisions are to be recorded. Copies of all correspondence from and to you will be kept in your student file.

At any stage in the process students may lodge a grievance with the Quality Commission, an independent body that provides a complaints resolution service for students: <https://www.itenz.co.nz/quality-commission/about/>

Students also have the right to lodge a grievance with NZQA, who provide a service to assist students with complaints. NZQA can be contacted via email, helpdesk@nzqa.govt.nz

MEDIATION

Where appropriate and in instances where agreement cannot be reached, mediation may be called for.

A mediator will be selected on the agreement of all parties, however if agreement cannot be reached the Principal will nominate an appropriate 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.

INTERNATIONAL STUDENT COMPLAINTS PROCEDURE

If after completing the complaints procedure outlined in the Student Complaints Policy and Procedure, a student believes that their concerns or grievances have not been resolved they may, as an international student, contact the New Zealand Qualifications Authority (www.nzqa.govt.nz).

If it is a contractual or financial dispute international students can contact iStudent Complaints (www.istudent.org.nz), the appointed operator of the International Student Contract Dispute Resolution Scheme 2016 (DRS).

For further information about making a complaint, email NZQA on qarisk@nzqa.govt.nz or phone 0800 697 296.

DEFINITIONS

The following definitions apply to this policy:

Staff means Carey staff

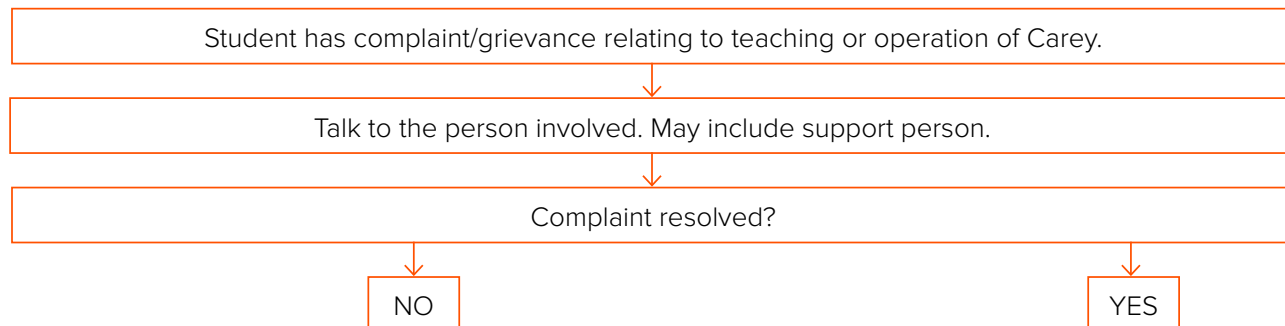
Carey means Carey Baptist College

KEY RELEVANT DOCUMENTS

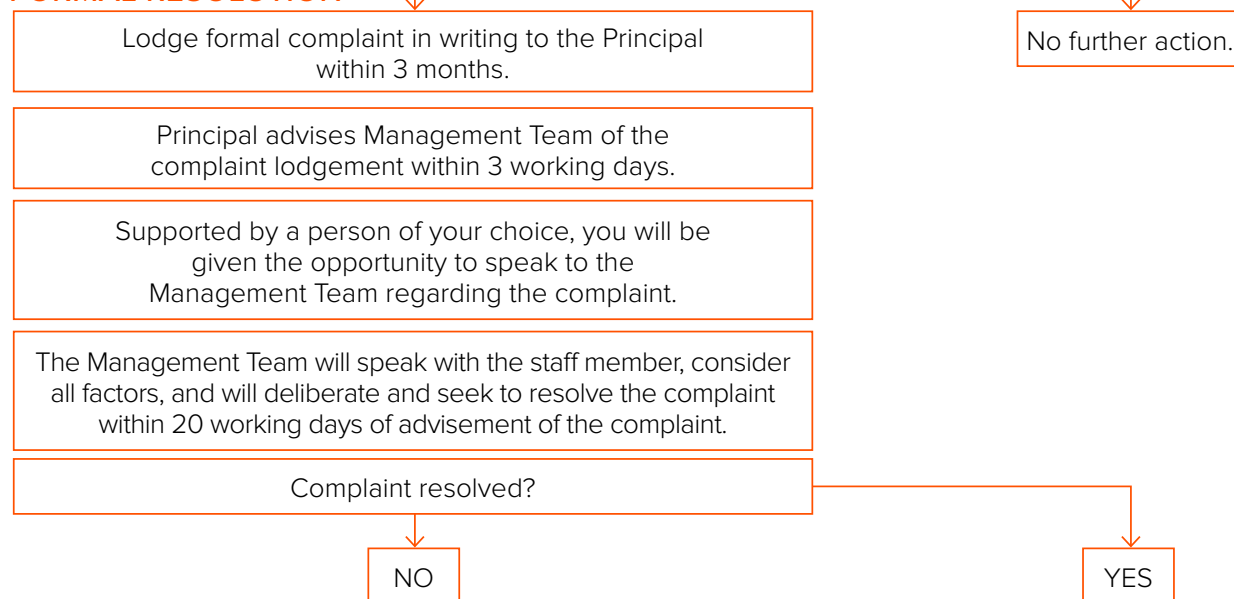
Include the following: Student Code of Conduct, Carey Harassment Complaints Policy and Procedure

COMPLAINTS FLOWCHART

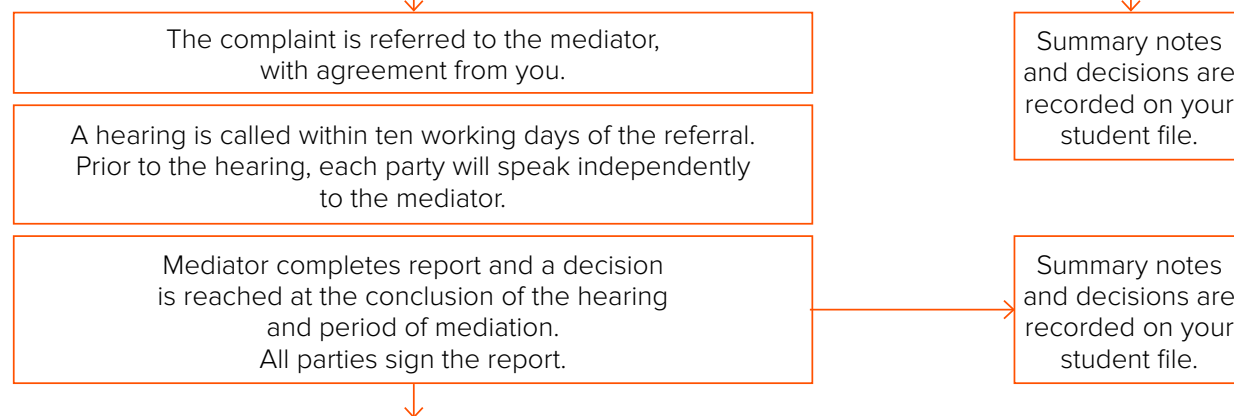
INFORMAL RESOLUTION



FORMAL RESOLUTION



MEDIATION



At any stage in the process, domestic students may lodge a grievance with the Tertiary Education Dispute Resolution Service, an independent body that provides a complaints resolution service for students.

At any stage in the process, international students may lodge a grievance with iStudent Complaints: www.istudent.org.nz

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 or phone 0800 697 296.

Carey Harassment Complaints Policy and Procedure

INTRODUCTION

Harassment of any nature at Carey Baptist College, “Carey” is regarded as a serious offence and will not be tolerated. Harassment is also illegal under the Employment Relations Act 2000 and the Human Rights Act 1993.

APPLICATION

All Carey staff, students and contractors.

PURPOSE

Carey is committed to providing a safe working environment for all students and members of staff, one which is free from any form of harassment and where people are treated with dignity and respect.

SCOPE

Harassment is defined as is any unwanted comment, conduct or gesture directed toward an individual or a group of individuals which is insulting, intimidating, humiliating, malicious, degrading or offensive. Harassment also includes any promises or threats, both explicit and implied, in return for sexual favours. Harassment is a form of discrimination.

POLICY AND PROCEDURE

Carey will treat all complaints of harassment seriously and will work with students to find an appropriate means of addressing the complaint. Please note that all complaints will be investigated and handled with sensitivity.

MAKING A COMPLAINT

If a student feels that they may have been a victim of harassment from any supervisor, employee, lecturer, student, or any other person in connection with their study or employment at Carey, they should bring the matter to the immediate attention of one of the Harassment Officers.

The following staff members have been appointed as Harassment Officers at Carey and should be a student’s first point of contact if they have any enquiries or complaints concerning harassment.

HARASSMENT OFFICERS	
The Principal	The Executive Director
John Tucker	Chris Berry

Any discussions with either of the Harassment Officers will be treated by them as being in the strictest confidence and the decision regarding whether to proceed in making a formal complaint remains with the student.

Please note that a serious complaint of harassment may be brought before the Human Rights Commission, in accordance with New Zealand legislation.

RESOLUTION OF COMPLAINTS

When dealing with complaints of harassment you may decide to pursue a number of approaches in order to resolve the issue.

INFORMAL RESOLUTIONS

If a student decides that they do not wish to lodge a formal complaint they are still able to pursue a resolution and Carey will support and assist. Students may choose to either:

- Approach the offender directly and take action personally. However, this approach is only recommended if you feel comfortable in approaching the offender.
- Request a third party to mediate between yourself and the offender; this can be done either together or individually.

Or if the harassment is of a less serious nature and no direct resolution is deemed necessary, the Harassment Officers may send a general memorandum to all students and members of staff, including contractors, via email reminding them of their responsibility to foster a safe environment.

FORMAL RESOLUTIONS

If a student decides to lodge a formal complaint they may do so in writing or verbally with one of the Carey Harassment Offices.

Please note that formal complaints must include:

- A description of the event(s).
- The name of the offender.
- The date(s) and location(s) where the offending behaviour took place.
- The effect the behaviour had on you.
- And details of any witnesses, if applicable.

The Harassment Officer may then, with the student's consent, send the formal complaint to the offender. Should the allegation be accepted at this stage by the offender, the formal complaint may be placed on the Harassment File and a warning will be issued to the offender.

However, in the event that the offender does not accept the allegation, the Harassment Officer will assign an individual or individuals to investigate the complaint fully and fairly. As part of this investigation, the accused offender will be given the opportunity to be heard and offer explanation.

If the result of this investigation finds the offender guilty then if appropriate, recommendations for remedial action and/or disciplinary measures will be given by the investigator(s) to the Principal who will then determine the final course of action to be taken in order to resolve the complaint.

Please note that, at the discretion of the Principal and in accordance with the Disciplinary Procedure, an offender may receive disciplinary measures.

If the offender is a student measures such as suspension from their programme of study or in serious offences grounds for dismissal may be considered.

If the offender is an employee of Carey measures such as suspension without pay, probation, re-assignment of responsibilities, or of serious offences the termination of employment may be considered.

However, if the result of this investigation finds the offender innocent, meaning that they were not able to conclude that Policy for Harassment was violated, Carey still reserves the right to bring to the attention of the accused offender that their conduct was deemed to be inappropriate.

Please note that Carey also still reserves the right to contact any appropriate external authorities should this be deemed necessary in order to resolve the complaint, in the instance that student feels that even after the investigation that their complaint is not sufficiently resolved.

DEFINITIONS

The following definitions apply to this policy:

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KEY RELEVANT DOCUMENTS

Include: Carey Student Code of Conduct, Student Complaints Procedure