



TE KUNENGA
KI PŪREHUROA

MASSEY
UNIVERSITY

UNIVERSITY OF NEW ZEALAND

SUPPORT WITH RAISING A CONCERN OR MAKING A COMPLAINT

Raising a concern or making a complaint about service delivery, behaviour of a student or staff member, or an outcome of a decision

While we hope you never need to complain about your experience with us, if you do we want that process to be straightforward and transparent. Students are encouraged to complete the online form "Support with making a complaint". Complaints that come through the online process are triaged by Student Experience Directorate to the relevant Head of Department across Massey University. The form can be found here: www.massey.ac.nz/complaint-support

Select type of complaint

ACADEMIC

Complaint about academic experience or an academic outcome. Examples may include issues with assessment, supervision or administration, significant delay in returning assignments, unfairness in grading or marking, or inadequate material provided.

BEHAVIOUR

Complaint about the behaviour of either a student or staff member. Examples may include inappropriate comments, rudeness or bullying, sexual harm, comments about your appearance, race, religion, background or beliefs.

SERVICE

Complaint about the service that you have received from us. Examples may include the enrolment process, student fees or facilities.

Stage 1: CONCERN

Making information known about your concern, but may not require action.

We encourage you to chat to a class representative, student advocate or staff member to share your experience and how you are feeling. They can provide you with information about options, such as a named disclosure (sharing personal sensitive information), an anonymous disclosure, consulting with the University Disputes Advisor for advice on process, or taking the next step of filling in the [complaints portal](#). You may then decide whether you want to make a complaint or not – the decision will always rest with you.

Stage 2: INFORMAL

Talking to understand and resolve issues. Connect and explore options.

Sometimes the best way to resolve an issue is with a process that is informal but involves both parties discussing the concerns and working together to create a positive solution. Tell us what aspect of making a complaint you need help with, such as arranging a meeting with students or staff involved to see if you can resolve the issue directly. What are your expectations? Tell us how you would like the issue resolved.

Under the [Student Complaints and Grievance Procedures](#) you can also ask for mediation at any stage - our University [Mediation](#) Service offers a confidential process where an impartial mediator helps parties agree how to resolve a grievance or complaint between them.

Student wellbeing support and cultural support are available throughout the complaints process from our [Student Care teams](#).

Stage 3: FORMAL

Formal investigation process. Assess and decide outcome.

If unable to resolve informally, we then assess if concerns reach the threshold for a formal complaint - is the issue a breach of university policies and procedures?

You would not remain anonymous - the people or service you are complaining about will be advised that a complaint has been made against them, and what your complaint is about. At any stage you can consult with the University Disputes Advisor on process and access the University [Mediation](#) Service.

Formal complaints may, where appropriate, result in a documented investigation and outcome. The investigation purpose is to listen, inquire, assess and decide the outcome.

We follow Massey University's policies, procedures and guidelines, including Student Complaints and Grievance Procedures, Student Disciplinary Regulations, Student Contract, Code of Student Conduct www.massey.ac.nz/policies/

Discover pathways on the next page

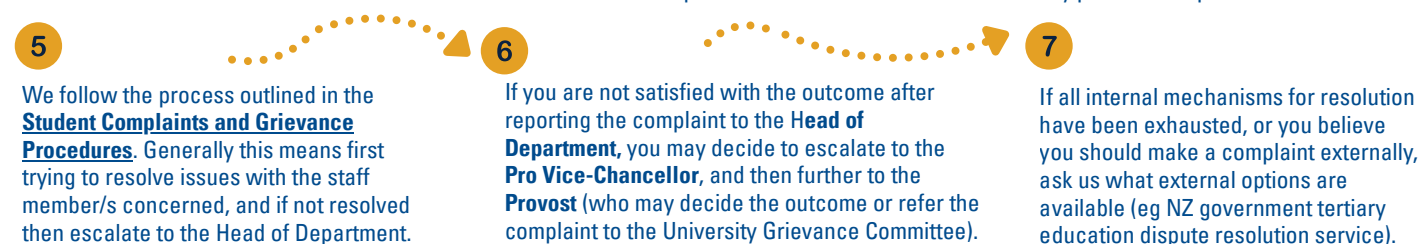
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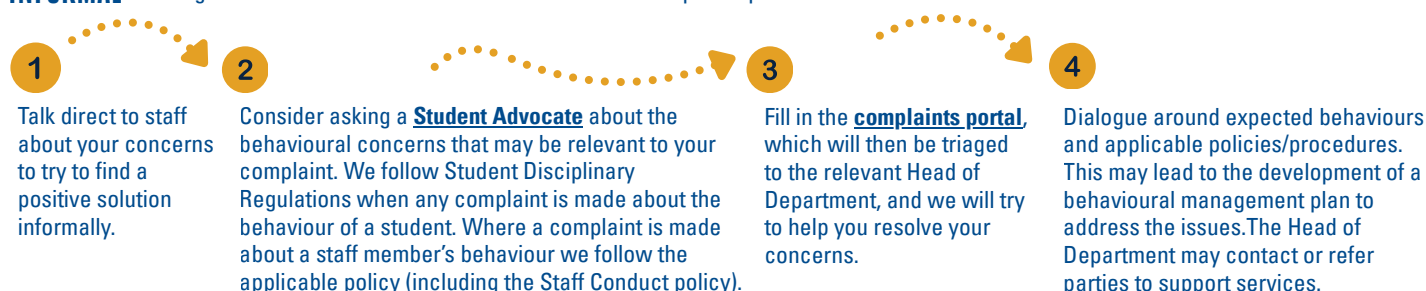
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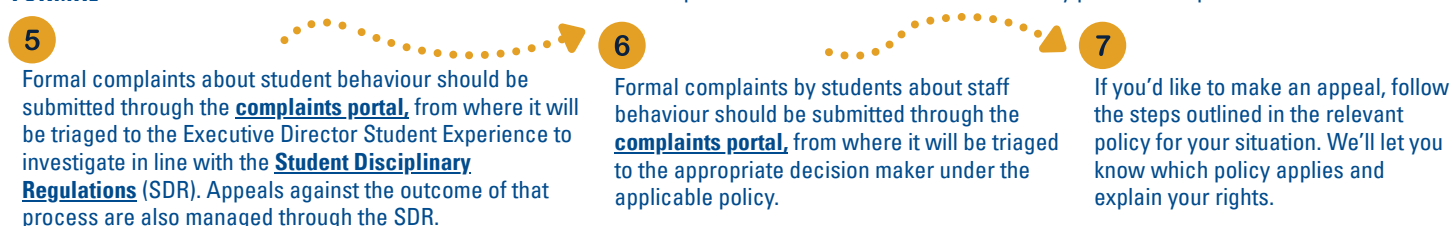
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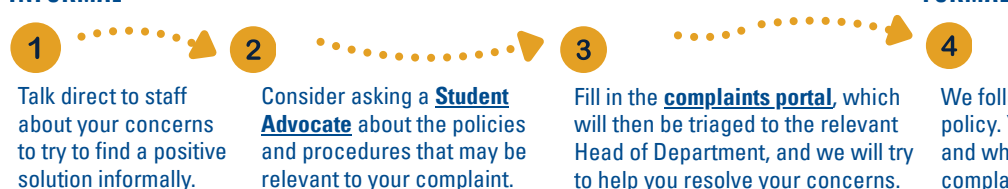
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