



TE KUNENGA
KI PUREHURUA

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

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.

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

1

Talk direct to staff about your concerns to try to find a positive solution informally.

2

Raise with your **Class Representative or Student Advocate**. They can work on your behalf to advocate for a change in courses, and are also able to raise issues anonymously.

3

Consider a **specific circumstances** request.

4

Fill in the **complaints portal**, which will then be triaged to the relevant Head of Department, and we will try to help you resolve your concerns.

FORMAL We assess if concerns reach the threshold for a formal complaint - is the issue a breach of university policies and procedures?

5

We follow the process outlined in the **Student Complaints and Grievance Procedures**. Generally this means first trying to resolve issues with the staff member/s concerned, and if not resolved then escalate to the Head of Department.

6

If you are not satisfied with the outcome after reporting the complaint to the **Head of Department**, you may decide to escalate to the **Pro Vice-Chancellor**, and then further to the **Provost** (who may decide the outcome or refer the complaint to the University Grievance Committee).

7

If all internal mechanisms for resolution have been exhausted, or you believe you should make a complaint externally, ask us what external options are available (eg NZ government tertiary education dispute resolution service).

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.

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

1

Talk direct to staff about your concerns to try to find a positive solution informally.

2

Consider asking a **Student Advocate** about the behavioural concerns that may be relevant to your complaint. We follow Student Disciplinary Regulations when any complaint is made about the behaviour of a student. Where a complaint is made about a staff member's behaviour we follow the applicable policy (including the Staff Conduct policy).

3

Fill in the **complaints portal**, which will then be triaged to the relevant Head of Department, and we will try to help you resolve your concerns.

4

Dialogue around expected behaviours and applicable policies/procedures. This may lead to the development of a behavioural management plan to address the issues. The Head of Department may contact or refer parties to support services.

FORMAL We assess if concerns reach the threshold for a formal complaint - is the issue a breach of university policies and procedures?

5

Formal complaints about student behaviour should be submitted through the **complaints portal**, from where it will be triaged to the Executive Director Student Experience to investigate in line with the **Student Disciplinary Regulations** (SDR). Appeals against the outcome of that process are also managed through the SDR.

6

Formal complaints by students about staff behaviour should be submitted through the **complaints portal**, from where it will be triaged to the appropriate decision maker under the applicable policy.

7

If you'd like to make an appeal, follow the steps outlined in the relevant policy for your situation. We'll let you know which policy applies and explain your rights.

SERVICE

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

INFORMAL

1

Talk direct to staff about your concerns to try to find a positive solution informally.

2

Consider asking a **Student Advocate** about the policies and procedures that may be relevant to your complaint.

3

Fill in the **complaints portal**, which will then be triaged to the relevant Head of Department, and we will try to help you resolve your concerns.

FORMAL

4

We follow the process outlined in the applicable policy. You will be informed of the process and policy, and what options you might have to escalate the complaint if you are not satisfied with the outcome.