



## Complaints Policy and Procedures

The University of Otago Language Centre and Foundation Year is committed to providing a study environment that is safe, fair and free from harassment and discrimination for all students. Before initiating any complaint procedures, try to resolve any problems directly with the person/s concerned. Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation. If you cannot reach an agreement about your grievance, please follow these steps:

1. Talk to a Student Support Officer about your complaint. You can also talk to Heads of Departments, Deans or Senior Managers.
2. If you cannot resolve your complaint informally you can choose to make a formal complaint.
3. A Complaints Manager\* will be appointed to investigate the complaint. They will discuss the formal complaint with you and inform the person (if there is one) whom the formal complaint has been made against.
4. The Complaints Manager will decide upon an outcome/action to be taken and discuss this with you.
5. If you are still unhappy about the decision, you may choose to make an appeal. A Student Support Officer can help you with this process.
6. Remember that you can contact the New Zealand Qualifications Authority. This is an independent organisation that deals with complaints from international students. The NZQA enforces the standards in the **Education Pastoral Care of International Students Code of Practice**. You can also contact English New Zealand.

*\* A Complaints Manager is a Senior Manager appointed by the CEO who is independent of the complaint situation.*

The University of Otago Language Centre and Foundation Year are signatories of the Education (Pastoral Care of International Students) Code of Practice. To find out more about the Code please read the summary included in your Orientation Pack, ask a Student Support Officer for a copy or download a copy at <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

### **Your rights**

- To be treated fairly, without discrimination, harassment or prejudice and to study in a safe environment
- To bring a support person to any interview
- To not be victimised because you raise a complaint or are associated with a complaint
- To have your complaints treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy

## The rights of others

Students should not start complaints that are cruel or untrue. All students are expected to participate in the complaint resolution process in good faith.

Disciplinary action may be taken where:

- A complaint is found to have been cruel or untrue
- A person victimises another person because of their involvement in the complaint
- Unnecessary disclosure of information (a breach of confidentiality) has occurred

