
STUDENT CONCERNS AND COMPLAINTS POLICY

To be read in conjunction with UCOL Student Concerns and Complaints Procedure.

Purpose

This Policy will ensure that:

There are procedures in place which will facilitate the process for students who wish to express concerns or formally complain about UCOL services and/or processes and/or the behaviour of people associated with UCOL.

Information collected from concerns and complaints is used to improve the quality of services within available resources.

Scope

This policy and its associated procedure:

Applies to prospective, currently enrolled or former students of UCOL;

Applies to all UCOL staff involved in the management of student concerns and complaints.

The following definitions are used throughout this policy and its related procedure.

Concern

- (1) A written or verbal expression of dissatisfaction received from a student(s) which the student(s) does not wish to be escalated to a complaint; or
- (2) Expressions of dissatisfaction received from a student(s) through paper or electronic feedback channels such as suggestion boxes and satisfaction surveys.

Complaint

A complaint is a documented adverse comment about a product or service provided by UCOL or the behaviour of a person associated with UCOL which has sufficient detail to permit investigative action and has not been resolved under the concerns procedure or is too serious to be dealt with by the Student Concerns' Procedure. Refer also to the conditions specified under the Policy Scope section of this document.

Complainant

The person submitting a complaint.

Senior Manager

Is used to refer to Dean/General Manager, Section Head or Campus Principal.

For the avoidance of doubt, the term Senior Manager includes the CE who maintains the right to act if the issue is a major operational or reputational risk to UCOL

Student

Prospective or currently enrolled UCOL students or former students.

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Student Advocate

A designated person nominated by a named student(s) to act on their behalf and under their instruction.

Student Relations' Coordinator

The staff member with delegated authority and overall responsibility for managing the Procedures in accordance with the Student Complaint Policy

Support Person

Someone arranged by the complainant or any other party involved in the investigation. The support person's role will be agreed by the person contacting them but may include accompanying the person who has contacted them to interviews, speaking on the contacting person's behalf, or assisting them to present their case.

Responsibility

All staff are responsible for the implementation of this policy.

Policy Statements

- 1) UCOL encourages student feed-back on its services and processes, and is committed to ensuring that students using its services and processes are able to:
 - Voice their opinions without prejudice;
 - Have their opinions treated with respect and;
 - Have their concerns and complaints dealt with in a systematic and objective manner.
- 2) It is expected that students will raise their concerns as soon as they arise and staff will address these using the Student Concerns Procedure outlined in the Student Diary and Student's Course Handbook.
- 3) If students having referred their concern via the Student Concerns Procedure believe that it is not being adequately addressed, they maintain their right to have it dealt with via the Student Complaints Procedure (provided it meets the UCOL definition of a complaint and the other conditions specified in Policy Scope Section of this policy).
- 4) Where the complainant has a disability, communication difficulty or is impacted on by any factor that makes it difficult for her/him to effectively communicate her/his complaint the Procedures will allow for the complainant to nominate an agent to act on his/her behalf and under his/her instruction.
- 5) Students and the wider community are aware of the procedures and their right to use these without prejudice.
- 6) Where the complaint alleges unprofessional behaviour or a breach of professional standards an acknowledged expert from the specialty/profession will either conduct the investigation or provide ongoing input.
- 7) The procedures allow for the complainant and other parties named or interviewed as a result of a complaint to be aware of their right to have a support person.
- 8) UCOL ensures that students, staff and the wider community are aware of the Student Concerns and Complaints Policy and its associated procedure.
- 9) The procedures provide the paper and electronic audit trail needed to facilitate audit of UCOL's complaint processing and resolution performance.

- 10) There is a system in place for collecting, collating and reporting on the information arising from complaints.
- 11) Unless there are exceptional circumstances UCOL will not formally progress:
Anonymous complaints or complaints based on hearsay;
Complaints made more than 30 days after the alleged incident;
Complaints where UCOL receives no response from the complainant within 90 days.

Important Note:

If the complainant or any party to the complaint intends to arrange a legal representative as their support person they must notify the Student Relations' Coordinator in advance as in this situation UCOL will always arrange their own legal representative (meeting scheduling will need to take into account the availability of these legal representatives).

Relevant Legislation

Consumer Guarantees Act (1993)
Crimes Act (1961) and Amendments
Education Act (1989)
Employment Relations Act (2000)
Fair Trading Act (1986)
Health and Safety in Employment Act (1982)
Human Rights Act (1993)
Official Information Act (1982)
Ombudsmen Act (1975) and subsequent amendments to this Act
Privacy Act (1993)

Related Documents

[A04-R02 - Student Concerns and Complaints Procedure](#)
UCOL Academic Statute
UCOL Code of Students Rights and Responsibilities
UCOL Individual and Collective Staff Employment Agreements
[H01-P05A - Harassment Prevention Policy](#)
[H01-R03A- Harassment Complaint and Investigation Procedure](#)
[A04-P01- Student Harassment Prevention Policy](#)
[A04-R01- Student Harassment Prevention Procedure](#)