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|  school of business <small>INNOVATION AND ENTERPRISE</small> | Business Manual | |
| | No: 01.03. | Rev: 1 |
| | Complaints and Grievances Procedure | |

THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.

COMPLAINTS AND GRIEVANCES PROCEDURE

PURPOSE

This procedure describes how School of Business provides a fair, transparent, and culturally safe process for resolving student complaints and grievances. This procedure supports learner wellbeing, continuous improvement, and compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

SCOPE

Applies to all current students of School of Business Limited. Covers complaints related to:

- Teaching and learning
- Staff conduct
- Facilities or services
- Assessment outcomes
- Discrimination, harassment, or cultural safety concerns

APPLICABILITY

This document is applicable to the following areas:

☒ All Company Activities

ABBREVIATIONS

| ABBR | Meaning |
|-------|-----------------------------|
| BM | Business Manual |
| CAR | Course Amendment Request |
| T/A | Trainer/Assessor |
| IAW | In Accordance With |
| LMS | Learning Management System |
| SME | Subject Matter Expert |
| TD | Training Developer |
| TrgMP | Training Management Package |

DEFINITIONS

| Term | Meaning |
|--------|---|
| Policy | Deliberate statement of intent pertaining to a specific function within School of Business Ltd. |

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| Functional Group: | 01 | Volume: | 03 | KEQ4 | Page 1 of 4 |
| Release Date: | 25 Jun 2025 | | | Document Sponsor: DIR | |



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REFERENCE DOCUMENTATION

EXTERNAL AND INTERNAL NON BM DOCUMENTATION

| | Document Reference | Document Title |
|-----|--------------------|------------------------------------|
| [1] | | NZQA Code of Practice (2021) |
| [2] | | NZQA Complaints Guidance Page |
| [3] | | Human Rights Commission Guidelines |

RELATED BM POLICIES AND PLANS


| | BM Number | Document Title | Previous Number(s) |
|-----|-----------|--|--------------------|
| [4] | 01.02. | Student Support and Wellness Policy | |
| [5] | 01.02. | Academic Integrity and Misconduct Policy | |
| [6] | 01.02. | Privacy and Confidentiality Policy | |

RELATED BM PROCEDURES AND INSTRUCTIONS

| | BM Number | Document Title | Previous Number(s) |
|-----|-----------|-------------------------|--------------------|
| [7] | 01.03. | Pastoral Care Procedure | |

RELATED BM FORMS & REGISTERS

| | BM Number | Document Title | Previous Number(s) |
|-----|-----------|-----------------|--------------------|
| [6] | 01.05. | Code of Conduct | |
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1. Principles

- Students have the right to raise concerns without fear of retaliation
- All complaints are treated confidentially and respectfully
- Cultural safety and support are offered throughout the process
- Complaints are resolved promptly and fairly
- Records are maintained for quality assurance and NZQA compliance

2. Procedure Steps

| Step | Action | Timeframe |
|--------------------------|---|----------------------------------|
| 1. Tutor Discussion | Raise your concern with your tutor or trainer | Within 5 working days of issue |
| 2. Programme Coordinator | If unresolved, speak with the Programme Coordinator or another staff member | Within 5 working days of Step 1 |
| 3. Managing Director | If still unresolved, escalate to the Managing Director. You may submit your complaint in writing. | Within 5 working days of Step 2 |
| 4. Written Outcome | You will receive a written response outlining the decision and any actions taken | Within 10 working days of Step 3 |
| 5. External Escalation | If you are not satisfied with the outcome, you may contact NZQA or other external bodies | Anytime after Step 4 |

- ◆ You may bring a support person, advocate, or cultural advisor to any meeting.
- ◆ All complaints are documented and reviewed for continuous improvement.

3. External Escalation Pathways

If your complaint is not resolved internally, you may contact:


New Zealand Qualifications Authority (NZQA)

- Phone: 0800 697 296
- Website: NZQA Complaints Page
- Mail: Complaints Officer, Quality Assurance Division, PO Box 160, Wellington 6140

Other options may include:

- Human Rights Commission
- Race Relations Commissioner
- Dispute Resolution Services (if applicable)

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4. Roles and Responsibilities

| Role | Responsibility |
|-----------------------|---|
| Student | Raise concerns respectfully and engage in resolution process |
| Tutor/Trainer | Listen, respond, and escalate if needed |
| Programme Coordinator | Facilitate resolution and document outcomes |
| Managing Director | Investigate formal complaints and issue written outcomes |
| Student Services | Provide support, track complaints, and ensure Code compliance |

5. Documentation and Review

- All complaints are logged in the Complaints Register
- Outcomes are reviewed quarterly by the Academic Board
- This procedure is reviewed annually or following NZQA audit feedback
- Next review due: **June 2026**