

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 ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.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

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

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TABLE OF CONTENTS

PURPOSE.....	1
SCOPE.....	1
APPLICABILITY.....	1
ABBREVIATIONS.....	1
1. Principles.....	4
2. Procedure Steps.....	4
3. External Escalation Pathways.....	4
4. Roles and Responsibilities.....	5
5. Documentation and Review.....	5

Functional Group:	01	Volume:	03		Page 2 of 5
Release Date:	25 Jun 2025			Document Sponsor: DIR	

 school of business <small>INNOVATION AND ENTERPRISE</small>	Business Manual	
	No: 01.03.	Rev: 1
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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	

Functional Group:	01	Volume:	03		Page 3 of 5
Release Date:	25 Jun 2025			Document Sponsor: DIR	

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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)

Functional Group:	01	Volume:	03		Page 4 of 5
Release Date:	25 Jun 2025			Document Sponsor: DIR	

 school of business <small>INNOVATION AND ENTERPRISE</small>	Business Manual	
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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**

Functional Group:	01	Volume:	03		Page 5 of 5
Release Date:	25 Jun 2025			Document Sponsor: DIR	