

## COMPLAINTS<sup>1</sup> PROCEDURES

The relationship between students and lecturers is of a critical, but delicate, nature. The maintenance of a sound relationship requires commitment from both parties.

The Auckland University of Technology looks to both its staff and students to work together to achieve an effective relationship that can resolve problems directly if possible. However the University recognises that this goal may not always be achievable. The following paragraphs outline the action that should be taken if a student considers that the way in which matters have been handled is not appropriate, or if they are dissatisfied with the treatment he or she has received.

A student who is dissatisfied with any aspect of the service being given, either by academic staff, administrative staff or any other of the University's service providers, is advised to take the following action:

### Step One

The student should raise the matter first with the person responsible for providing the service considered unsatisfactory or, if that is clearly inappropriate, raise the matter with the programme leader or the manager of the service area involved<sup>2</sup>.

### Step Two

As a general rule, the person to whom the complaint has been made will work to have the matter resolved to the student's satisfaction. If the problem persists, or the student is dissatisfied about the way the matter has been handled, he or she should request a meeting with the following: For Faculty issues – the programme leader, head of department, school or the faculty registrar. For general AUT issues – The Director responsible for the service area<sup>3</sup>.

### Step Three

If steps one and two have been followed and this does not lead to a resolution of the problem to the student's satisfaction, the student may lodge a formal complaint. Any formal complaint must be made in writing and be addressed to the Head of Student Relations. The written statement must outline clearly the student's concerns. A formal complaint may be submitted directly by the person concerned, or by AUTSA on behalf of the student. The Head of Student Relations will investigate the complaint and reply in writing to the student concerned.

1 Dissatisfaction with respect to an academic assessment is *not* treated as a complaint. Refer to Part 5: Section 6, and Part 6: Sections 1 and 2, General Academic Regulations regarding reconsideration of assessments and appeals against results on pages 107, 109 and 110. Students may however lodge a formal complaint under these procedures if they consider that some part of the academic appeal process has been unfair or disadvantageous.

2 Further advice and assistance in resolving any issues and who to contact can be obtained from Student Relations ([studentrelations@aut.ac.nz](mailto:studentrelations@aut.ac.nz)).

3 AUTSA can also provide assistance and are able to represent students on any step along the way ([advocacy@aut.ac.nz](mailto:advocacy@aut.ac.nz)).