

Support with raising a concern or making a complaint

Quick overview

Raising a concern or making a complaint about service delivery, behaviour of a student or staff member, or an outcome of a decision

While we hope you never need to complain about your experience with us, if you do we want that process to be straightforward and transparent. Students are encouraged to complete the online form "Support with making a complaint". Complaints that come through the online process are triaged by Student Experience Directorate to the relevant Head of Department across Massey University. The form can be found here:

<https://www.massey.ac.nz/student-life/services-and-support-for-students/support-with-making-a-complaint/>

CONCERN

CONCERN – making information known about your concern, but may not require action

We encourage you to chat to our friendly staff and share information with them. Raising a concern with a staff member gives you the opportunity to share your thoughts, how you are feeling, and be provided with support by our student care teams.

As part of sharing your experience you will be provided with information about options, such as a named disclosure (sharing personal sensitive information), an anonymous disclosure, or taking it the next step of an informal or formal complaint, or consulting the University Disputes Advisor for advice on process. You may then decide that you are not ready to make a complaint – the decision will always rest with you.

SELECT type of complaint

ACADEMIC

Complaint about academic experience or an academic outcome.
Examples may include issues with assessment, supervision or administration, such as significant delay in returning assignments, unfairness in grading or marking, or the material provided is inadequate.

BEHAVIOUR

Complaint about the behaviour of either a staff member or a student.
Examples may include inappropriate comments, rudeness or bullying, sexual harm, comments about your appearance, race, religion, background or beliefs.

SERVICE

Complaint about the service that you have received from us.
Examples may include the enrolment process, student fees or facilities.

INFORMAL

INFORMAL - talking to understand and resolve issues. Connect and explore options

Sometimes the best way to resolve an issue is with a process that is informal but involves both parties discussing the concerns and working together to create a positive solution. Under the Student Complaints and Grievance Procedures, the university provides for the option of mediation assistance at all stages of the dispute resolution process. This process applies to Academic, Behaviour and Service if the issue involves any allegation of academic disadvantage, and follows the principles of natural justice.

Tell us what aspect of making a complaint you need help with, such as arranging a meeting with students or staff involved to see if you can resolve the issue directly. Tell us how you would like the issue resolved. What are your expectations? What outcome are you seeking?

Talk direct to staff about your concerns to try to find a positive solution informally

Talk direct to staff or student/s about your concerns to try to find a positive solution informally

Talk direct to staff about your concerns to try to find a positive solution informally

Raise with your Class Representative
They can work on your behalf to advocate for a change in courses, and are also able to raise issues anonymously

Escalate to Head of Department
Head of Department may complete Student Support and Advising Referral Form

Escalate to Head of Department

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We follow Student Disciplinary Regulations when any complaint is made about the behaviour of a student, or Staff Employment Contract for staff behaviour, as well as university policies and procedures

University Disputes Advisor and access to University Mediation Service

Dialogue around expected behaviours (refer policies and procedures). May involve creating a behavioural management plan to address the issue in collaboration with you

FORMAL

FORMAL – formal investigation process for complaints. Assess and decide outcome

Formal complaints may, where appropriate, result in a formal documented investigation and outcome, assessing whether the issue is a breach of university policies and procedures. You would not remain anonymous. The people or service you are complaining about will be advised that a complaint has been made against them, and what your complaint is about. The investigation purpose is to listen, inquire and decide the outcome.

Student Complaints and Grievance Procedures
Escalate to Pro Vice-Chancellor

University Disputes Advisor and access to University Mediation Service

Formal Investigator appointed by Executive Director Student Experience.
Formal investigation conducted

Escalate to Associate Director of Service

Escalate to Provost

Student Disciplinary Regulations (for complaints against other students) basis for Formal Investigation

Escalate to Director of Service

University Grievance Committee (final decision)

NZ Government tertiary education learner dispute resolution

Appeal process

Escalate to Deputy Vice-Chancellor Students and Global Engagement

CULTURAL SUPPORT IS ALSO AVAILABLE

STUDENT WELLBEING SUPPORT IS AVAILABLE – STUDENTCARE@MASSEY.AC.NZ