

Student Grievances Procedural Detail

Responsibility

1. Teaching staff (tutors), Programme Leaders, Support and Administrative staff and the General Manager are all responsible for the implementation of this procedural detail.

Application

1. A grievance is any problem or complaint a student may have which involves their learning experience at Aspire2.
2. The aim of this procedural detail is to support students in situations when a grievance arises and to aim at a successful resolution of the grievance raised.
3. A centralized register of all grievances raised will be maintained. This register is to record:
 - The nature of the grievance;
 - The action taken;
 - The status of the grievance.

The Process

1. At every stage of this process the student can bring a person for support or representation. This could be, but is not limited to, a friend, family member or counsellor.
2. Support staff and/or First Language Support are available to students at all stages of this process.
3. The grievance is to escalate to the next stage only if not successfully resolved.

Stage 1 - Discussion with tutor



Stage 2 - Discussion with Programme Leader



Stage 3 - Discussion with General Manager



Stage 4 - Contact NZQA or DRS

Relevant Legislation

- Education and Training Act, 2020
- The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- Human Rights Act, 1993 and Human Rights Amendment Act, 2001
- Privacy Act, 1993