

<h2 style="text-align: center;">Student Support and Wellbeing Policy</h2> <h3 style="text-align: center;">Student Grievance, Complaints and Appeals</h3> <p style="text-align: center;">2_A_POL_StudentGrievance_190301</p>	
1. Policy Statement	The School of Audio Engineering (NZ) Ltd, trading as SAE Institute (SAE), is committed to providing a collaborative and collegial teaching and learning environment by undertaking all necessary actions to resolve grievances in a fair and expeditious manner.
2. Purpose	The purpose of this policy is to demonstrate a clear commitment to the receipt and proper processing of all grievances and subsequent appeals relating to the operations of SAE Institute.
3. Scope	<p>This policy applies in the context of SAE's operations in New Zealand and is applicable to all students, whether prospective, deferred, current or graduands.</p> <p>Procedures for SAE campuses internationally may vary in compliance with statutory requirements in other countries of operation. Students registered with SAE Institute who transfer their studies to a campus outside of New Zealand are required to adhere to the guidelines, policies and procedures of the legal entity to whom they have transferred their registration. This policy is applicable to all students or prospective students of SAE, irrespective of their place of residence, campus or mode of study.</p>
4. Associated Policies and Procedures	<p>This policy should be read in conjunction with the following policies and procedures:</p> <ul style="list-style-type: none"> ● Student Grievance, Complaints and Appeals Procedure
5. Associated Documents	<p>This policy should be read in conjunction with the following documentation:</p> <ul style="list-style-type: none"> ● Student handbook ● Student online Complaints Form ● The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
6. Policy	<p>6.1 Introduction</p> <p>The Student Grievance, Complaints and Appeals Policy and Procedures are intended to facilitate the resolution of formal grievances brought to the attention of SAE. This policy and associated procedures and any decisions made under them, are not intended to give rise to legal rights, or obligations on SAE to pay compensation either in respect of a decision made pursuant to the procedures, or for a breach of these procedures. Anonymous grievances will not normally be considered.</p> <p>Complaints and Appeals (Grievances) include but are not restricted to matters of concern to a student relating to delivery and assessment; the</p>



	<p>quality of support and materials provided by SAE; concerns regarding other students, or any form of discrimination or harassment.</p> <p>In the case of any student grievance, complaint or appeal, natural justice will be applied. Natural Justice is concerned with ensuring procedural fairness whereby:</p> <ul style="list-style-type: none">• Decisions and processes are free from bias• All parties have the right to be heard• A respondent has a right to know of what they have been accused of• All parties are told the decision and the reasons for the decision <p>All complaints and appeals will be resolved within 60 days. If SAE requires more than 60 days to resolve any complaint or appeal, they will write to all parties involved to explain why more time is required and give an expected date that a resolution will be made. SAE will keep all parties informed during this time in writing.</p> <p>6.2 Before an Issue Becomes a Formal Grievance</p> <p>Students are encouraged, wherever possible, to discuss and resolve concerns or difficulties directly with the person(s) concerned. There are various staff including the Campus Director, Student Support, the Academic Dean, Heads of Discipline, Kaiako/Lecturing staff, Studio Supervisors and other staff who are available to assist students to resolve their issues at this informal level.</p> <p>This is the informal stage of the grievance process and must be attempted before a formal grievance is lodged.</p> <p>6.3 Lodging a Formal Grievance</p> <p>If the complaint is not resolved at the informal level, students may lodge a formal grievance. All formal grievances must be lodged online using the Student Complaints and Appeals form on the SAE website. Refer to the Grievance, Complaints and Appeals procedure for details of the processes and procedures to be followed.</p> <p>Unless there are extenuating circumstances, a formal grievance should be lodged within no more than 30 days after the relevant incident.</p> <p>6.4 Processing a Formal Grievance</p> <p>A formal grievance will, in the first instance, be considered by the Academic Dean, Student Experience Manager, and Operations Manager to determine if the grievance is an academic or non-academic matter. If, in the opinion of the Academic Dean, Student Experience Manager, or Operations Manager there are insufficient grounds or cause to proceed, due reason will be communicated to the complainant in writing and the matter considered closed.</p>
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	<p>If, in the opinion of the Academic Dean, Student Experience Manager, or Operations Manager, there are sufficient grounds or cause to proceed, then a proposed resolution will be put forward to the complaint in writing within ten (10) working days of the grievance having been received. The Campus Director will be alerted of the grievance and kept informed of proceedings.</p> <p>If the complaint is not satisfied with the outcome proposed by the Academic Dean, Student Experience Manager, or Operations Manager, they may appeal to the Campus Director.</p> <p>The Campus Director, having received the appeal shall:</p> <ol style="list-style-type: none">1. Acknowledge its receipt within five (5) working days2. Inform the Chair of the Academic Board and the Navitas C&I Executive General, Education that a grievance, complaint or appeal has been received3. Inform the Academic Dean, Student Experience Manager, and Operations Manager that an appeal has been received4. Update the grievance, complaint or appeal record in the online Tickit system <p>The Campus Director will thereby decide to:</p> <ol style="list-style-type: none">1. Enforce the implementation of the recommendations made by the Academic Dean, Student Experience Manager, or Operations Manager; or2. Dismiss the case, giving reasons in writing to the complainant; or3. Determine whether there are sufficient grounds to move to convene a Grievance Panel and/or have the matter formally investigated and, if so, shall establish a Grievance Panel to hear the appeal or appoint an internal Investigator to undertake a formal investigation of the matter. <p>If the complainant is not satisfied with the Grievance Panel or Investigation outcome, they may make a written request to the Campus Director that they wish the matter be dealt with through an external dispute resolution process.</p> <p>NZQA provides guidance on avenues for escalation should anyone have ongoing concerns. Anyone wanting to notify NZQA of any concerns will need to complete a webform available on the website. Assistance with completing the form may be provided by our contact centre, where needed.</p> <p><i>The complainant may also wish to visit the following site: Student Complaints (https://www.studycomplaints.org.nz/) . Contact details for Student Complaints are available on the SAE Auckland website and published in the Student Handbook.</i></p>
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	<p>6.5 General Stipulations</p> <p>General stipulations that are applied to any formal grievance include:</p> <ul style="list-style-type: none">• The complainant will be given the opportunity to present their case in person• All matters arising shall be accurately documented and recorded• A complaint is not considered formal unless it is in writing• Formal complaints are reviewed by the Compliance Committee quarterly• The number and nature of any formal complaints are published at least annually on the SAE Auckland website in accordance with Code of Practice guidelines.• Records shall be maintained for a minimum period of five years and treated as confidential in accordance with SAE Institute policy on information privacy• A written statement of the outcomes will be issued at each stage of the process giving due reasons for decisions reached• The complainant will have the right to have a representative present who may be a relative, friend or colleague, but not a legal representative, during any negotiations with SAE or its representatives• The complainant will not be required to meet any costs associated with lodging a grievance, provided the procedures contained herein are adhered to• The complainant shall not be subject to discrimination, victimisation or any other form of harassment as a result of actions taken <p>6.6 Principles that Underpin these Grievance Procedures</p> <p>The guiding principles of these procedures are that grievances shall be:</p> <ul style="list-style-type: none">• Treated seriously and with fairness• Dealt with promptly and simply• Subject to the principles of natural justice• Progressed through informal and formal stages• Dealt with and resolved wherever possible without recourse to the formal stage, and shall be without prejudice to a complainant's right to pursue external legal remedies after having exhausted all internal SAE Institute grievance procedures• The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law <p>6.7 Grounds for Lodging an Academic Appeal</p> <p>There are four grounds for lodging an academic appeal:</p> <ol style="list-style-type: none">a. Performance in an assessment suffered through illness or other factors that the student was unable or, for valid reasons, unwilling, to disclose before the results were awarded. An appeal under such grounds will normally be dismissed unless an acceptable explanation is given for not presenting the extenuating circumstances in advance of the results having been awarded.
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7. Records	2_A_POL_StudentGrievance_190301 DRAFT version released 5 March 2019 FINAL version approved by Academic Board 17 April 2019 and released Reviewed, with minimal updates. Re-released for consultation 22 May, 2023 UPDATED version approved by SAE Auckland Academic Board 2 June 2023 UPDATED 6 June 2024 with new job titles. Staff notified 4 July 2024. UPDATED 7 March 2025 with reference to new external agency, Student Complaints. Released for consultation on 7 March 2025. FINAL revised version approved by SAE Auckland Academic Board 30 April 2025. UPDATED 25 September with new NZQA complaint contact details, and inclusion of Student Experience Manager role, and released for consultation. FINAL revised version approved by SAE Auckland Academic Board 12 November 2025 and released.
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