

<b>Student Support and Wellbeing Procedure</b>	
<b>Student Grievance, Complaints and Appeals</b>	
<b>2_A_PRO_StudentGrievance_190301</b>	
<b>1. Purpose</b>	To outline the procedure SAE takes to the receipt and proper processing of all grievances and subsequent appeals relating to the operations of the School of Audio Engineering (NZ) Ltd, trading as SAE Creative Media Institute (SAE).
<b>2. Associated Policies</b>	Student Grievance, Complaints and Appeals Policy
<b>3. Associated Documents</b>	<ul style="list-style-type: none"> <li>● Student handbook</li> <li>● <a href="#">Student online Complaints Form</a></li> <li>● The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021</li> </ul>
<b>4. Key staff</b>	All staff

### Procedure

1. An incident occurs that gives rise to a student grievance, complaint or appeal
2. The student meets directly with the person concerned to informally discuss and resolve their concern or difficulty. SAE staff can assist as needed
3. If the matter remains unresolved, the student can lodge of formal grievance through the Online Complaints Form
4. The Formal Grievance can be systematically escalated through three (3) stages described below.
5. If they are still not satisfied by the outcome of our complaints process, they may be able to raise concerns externally.
  - a. 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.
  - b. The complainant may also wish to contact the following: If a grievance remains unresolved, the complainant may decide to refer the matter to an appropriate external agency: 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.
6. At all stages of the Grievance, Complaint and Appeals process, records are kept up to date, accurate and confidential.
7. The Compliance Committee reviews all and any student complaints as a matter of order.

### SAE's 3-Stage Grievance Procedure

- **Stage 1:** the matter is considered by the Academic Dean, Operations Manager or Student Experience Manager who determine that either:
  - there are insufficient grounds to proceed or
  - put forward a resolution to the complaint within ten (10) working days
- **Stage 2:** if the matter is not resolved in Stage 1, the student can escalate the grievance to the Campus Director who will shall:
  1. Acknowledge its receipt within five (5) working days
  2. Inform the Chair of the Academic Board and the SAE Australasia Dean that an appeal has been received
  3. Inform the Academic Dean, Operations Manager and Student Experience Manager that a grievance complaint or appeal has been received
  4. Update the grievance complaint or appeal in the online system

The Campus Director will thereby decide to:

1. Enforce the implementation of the recommendations made by the Academic Dean, Operations Manager or Student Experience Manager; or
  2. Dismiss the case, giving reasons in writing to the complainant; or
  3. Determine whether there are sufficient grounds to move to convene a Grievance Panel and, if so, shall establish a Grievance Panel to hear the appeal. The Campus Director will chair the Grievance Panel.
- **Stage 3:** 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.

The flow-chart on the next page presents this procedure diagrammatically.

