

# NMIT CONCERNS AND COMPLAINTS POLICY

## MOKAMOKA WHAKAAETANGA | APPROVAL DETAILS

<b>Section</b>	Executive		
<b>Approval Date</b>	24.02.2026	<b>Sponsor</b>	Chief Executive Officer
<b>Next Review</b>	01.01.2027	<b>Approved by</b>	SLT

## NGĀ WHAKATIKATIKA | AMENDMENT HISTORY

Version	Effective Date	Created/Reviewed by	Reason for review / comment
1	01.01.2026	Transition Lead	New

## Mō wai me te whānuitanga | Audience and scope

This policy applies to

- All ākonga of NMIT engaged in campus-based learning at any location; and online or remote learning via any mode; and work based learning. This includes (eg.) managed apprentices, Trades Academy and other secondary-tertiary pathway learners, and any other non-standard enrolments, and encompasses all references to learners, ākonga or students; and
- All employees of NMIT, including contracted staff and secondees providing services for NMIT; and those on fixed term contracts (may be collectively referred to as kaimahi in this policy); and
- Any other members of the NMIT community seeking resolution of an issue, concern or complaint.

The policy and related procedures can be applied to concerns or complaints raised about:

- a course or programme
- an enrolment or admission decision or process
- the actions or behaviour of ākonga
- the actions or behaviour of kaimahi
- administrative or operational systems, services, or decisions
- NMIT compliance with the [The Tertiary and International Learners Code of Practice 2021](#) (the Code)
- any other issue that potentially impacts negatively on the NMIT experience or relationship

This policy does not apply to academic decisions, breach of privacy or intellectual property, serious wrongdoing or corruption, health and safety concerns, criminal matters, or actions by external parties.

## Te Pūtaki | Purpose

The purpose of this policy is to provide guidance for a concerns and complaints resolution process that is fair, robust, culturally appropriate, and upholds the principles of natural justice.

## Ngā Mātāpono | Principles

### Natural justice

NMIT's Concerns and Complaints Policy and procedures follow the principles of natural justice, ensuring that people are heard and treated fairly without bias, and that decisions are made impartially following fair processes.

### Culturally appropriate processes

All parties are entitled to culturally appropriate processes and responses that consider traditional processes for raising and resolving issues.

### Low level resolution

Wherever appropriate, options for low-level resolution of concerns will be explored instead of, or prior to, progressing to a formal complaint investigation process.

### Support and advocacy

All parties are entitled to accessible information, guidance, professional advice, advocacy and support, as appropriate at every step in the concerns and complaints resolution process.

### Access to information

All parties affected by a concern or complaint are kept regularly informed of progress, given an opportunity to be heard and to present evidence, to receive a summary of the process undertaken, and to accept, reject and/or appeal a decision.

### Confidentiality and privacy

Information is shared only with those who need to know, being mindful of the rights of parties within the process and their entitlement to confidentiality and privacy. We will uphold kaimahi rights to privacy by not sharing any employment matters or decisions with ākonga under any circumstances.

### Continuous improvement

NMIT treats concerns and complaints as a valuable context for reflecting on and improving our practice. We commit to embedding action-focused quality improvement into the resolution process.

## Kaupapa Here | Policy Statements

### RAISING CONCERNS AND COMPLAINTS

Concerns and complaints may be raised through any forum at any time as appropriate to the nature of the concern or complaint, ie.

- any of the learner voice or feedback forums available to ākonga, or
- NMIT's learner support team, or
- directly to a line manager or People and Wellbeing, or
- through independent student advocacy and support services, or
- the NMIT concerns and complaints process for ākonga <https://www.nmit.ac.nz/about/have-your-say/make-a-formal-complaint>, or
- by emailing [complaints@nmit.ac.nz](mailto:complaints@nmit.ac.nz).

A complaint should be raised within 21 days of an incident or issue, or when concerns have not been satisfactorily resolved by other means.

NMIT reserves the right not to progress:

- anonymous complaints, or complaints based on hearsay
- complaints that are vexatious in nature
- complaints lodged by habitual complainants
- complaints where the complainant is not willing to engage or cooperate

## INVESTIGATION AND RESOLUTION FACILITATION

Each complaint is assessed by the Concerns and Complaints Officer for legal or other implications, applicable policies and procedures, the nature of the investigation and the subject matter expertise needed, to inform the next step.

The investigation and resolution process is carried out by a Resolution Facilitator with the appropriate skills and objectivity.

Any complaint that involves allegations by a kaimahi and/or against a kaimahi will be supported by People and Wellbeing to ensure the investigation and resolution process complies with employment and privacy legislation and reflects NMIT's commitment to being a good employer committed to the fair and proper treatment of all kaimahi.

## PREVENTATIVE AND LOW-LEVEL RESOLUTION OF A CONCERN OR COMPLAINT

NMIT has strong processes for capturing and responding to learners' feedback throughout their learning journey. Ākonga and kaimahi are expected to raise and respond to issues early through the learner voice and feedback forums available, to seek resolution without going through a formal concerns and complaints investigation process.

All concerns and complaints are considered for low-level resolution instead of, or before, initiating a formal investigation. The [NMIT Concerns and Complaints Resolution Procedure](#) provides guidance for low-level resolution.

If a complaint cannot be resolved to the satisfaction of the complainant through low-level resolution, it may be progressed to a formal complaint investigation.

Low-level resolution does not apply to concerns and complaints concerning alleged criminal conduct or actions that constitute misconduct or serious misconduct in the [NMIT Kaimahi Code of Conduct](#) or [NMIT Student Charter](#).

## SUPPORT AND ADVOCACY

At all times during the process, the complainant and respondent are entitled to an advocate or support person available within NMIT or externally through unions, independent student services, whānau and community or professional services.

Any situations that involve a learner under 18 years should involve a parent, caregiver or other whānau member, with permission from the ākonga.

## APPEALS AND DISPUTE RESOLUTION

The complainant has the right to appeal the outcome decision of a complaint:

- internally, through NMIT Akonga Appeals Policy and procedures, and/or
- externally, to [NZQA](#) if the complainant feels NMIT is not following [The Tertiary and International Learners Code of Practice 2021](#), or through the [Dispute Resolution Scheme](#), or directly to [Study Concerns and complaints](#), an independent, free service for domestic tertiary and international learners

## DOCUMENTATION AND REPORTING

All concerns and complaints raised through the complaint process are:

- assigned a unique label and folder in the confidential NMIT Risk – Complaints workspace, with restricted access, and
- recorded in NMIT’s Concerns and Complaints Tracksheet, a confidential file with restricted access

All documentation relating to every concern and complaint is kept in accordance with relevant legislation and NMIT’s Information and Records Management Policy and General Disposal Authority.

Any reports generated from the Tracksheet will maintain the privacy of complainants and any other persons involved in the complaint in accordance with the Privacy Act (2020).

Reports will be issued periodically to

- the Complaints Officer
- Senior Leadership Team
- NMIT Council
- Ākonga and other stakeholders via the NMIT website
- NMIT’s administrator of [The Tertiary and International Learners Code of Practice 2021](#)

Reporting will include the overall number and nature of concerns and complaints, the outcomes (at high level only), any relevant issues, patterns and process improvements, and feedback from ākonga about their experience with the concerns and complaints process and outcome.

## FEEDBACK AND CONTINUOUS IMPROVEMENT

The complaint resolution process will identify any actions towards improving practice, which will be shared with the appropriate kaimahi to implement.

Feedback on the concerns and complaints process will be sought from the complainant on their experience of the concerns and complaints process and outcome. This will be used to inform continuous quality improvement of the Concerns and Complaints procedures.

## Ngā Haepapa | Responsibilities

Role	Responsibilities
Concerns and Complaints Officer	A dedicated senior leadership role within NMIT with accountability for the concerns and complaints process in accordance with <a href="#">The Tertiary and International Learners Code of Practice 2021</a> , and for providing guidance to the Resolution Facilitator.
Resolution Facilitator	A senior NMIT kaimahi or external person assigned to investigate, manage and seek resolution of concerns and concerns and complaints, and to meet all records and reporting requirements.

## Ngā Tikanga | Definitions

Term	Definition
Advocate	A person who is chosen by, and represents or advises any party to a complaint, and may speak on their behalf.
Complainant	The person who raises the concern or makes the complaint.
Complaint	An expression of dissatisfaction where the complainant seeks some form of redress or change in a situation, where the complainant considers there has been a direct and significant adverse impact on him/her, and which requires a formal process of investigation and resolution. An unresolved concern submitted in writing (using the Concerns and Complaints Form) stating that something is unsatisfactory or unacceptable.
Concern	A matter where it is likely that resolution can be obtained by working directly with the people concerned, rather than through a formal investigation.
Low level resolution	Low-level resolution of a concern refers to informal and direct efforts to resolve a concern or dispute, without the need for formal procedures or investigation.
Natural justice	Refers to fundamental principles of procedural fairness that ensure individuals are treated fairly when decisions about concerns and complaints are made. It includes the right to a fair hearing, notice of allegations, having the opportunity to present their case, and unbiased decision-making.
Resolution	The structured process of addressing, investigating, and resolving concerns and complaints, aimed at finding a fair solution, restoring satisfaction, maintaining trust, and preventing future issues.
Respondent	The person/s about whom a complaint is made or a representative of the service about which the complaint is made.
Support person	Person or group able to provide support or advice to the complainant or respondent. A Support Person's role is to empower the complainant or respondent to speak for themselves with knowledgeable support. A Support Person cannot speak on behalf of the complainant or respondent.

## Ngā Hononga ki Tuhinga kē | Links to other documents

### NGA KAUPAPA-HERE E HANGAI ANA | RELATED POLICIES

NMIT Student Charter

NMIT Kaimahi Code of Conduct

### NGA TUKANGA ME NGĀ HĀTEPE | RELATED PROCESSES, PROCEDURES

NMIT Concerns and Complaints Resolution Procedure

### TURE WHAI TAKE | RELEVANT LEGISLATION

[The Tertiary and International Learners Code of Practice 2021](#)

[Human Rights Act 1993](#)

[Privacy Act 2020](#)

[Bill of Rights Act 1990](#)