

Student Support and Wellbeing Procedure	
Student Grievance, Complaints and Appeals	
2_A_PRO_StudentGrievance_190301	
1. Purpose	To demonstrate a clear commitment 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).
2. Scope	<p>This policy applies in the context of SAE's operations in New Zealand and is applicable to students enrolled with 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>
3. 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 Policy
4. 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
5. Procedure	<p>5.1 Introduction</p> <p>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> <p>Complaints and Appeals (Grievances) include but are not restricted to matters of concern to a student relating to delivery and assessment; the quality of the student support and materials; discrimination; and any form of harassment.</p> <p>This procedure and related documentation applies to all students, whether prospective, deferred, current or graduands (students).</p> <p>Any complaints and appeals should be raised as soon as possible of the complainant becoming aware of the issue.</p>

All complaints and appeals will be resolved within 60 days. If SAE requires more than 60 days to resolve any complaint or appeal, we will write to all parties involved and explain why we require more time and give an expected date that a resolution will be made. We will keep all parties informed during this time in writing.

5.2 Before an issue becomes a Formal Grievance

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 Manager, Heads of Department, Kaiako/Lecturing staff, Studio Supervisors and other staff who are available to assist students to resolve their issues at this informal level.

This is the informal stage of the grievance process and must be attempted before a formal grievance is lodged.

5.3 Lodging a Formal Grievance

All formal grievances must be lodged online using the Student Complaints and Appeals form on the SAE website.

A formal grievance should include a detailed breakdown of the reasons for the grievance and include any supporting materials or evidence that is relevant to the matter. The online Student Complaints and Appeals Form is to be used when a student is appealing a decision made by SAE directly affecting them or for any other grievances that are not directly linked to a decision made against them.

5.4 Stage 1 - Processing a Formal Grievance

Through the online submission, a record is created of the grievance and all associated documentation. All records should be treated as confidential in accordance with the SAE Institute policy on information privacy.

The matter will be initially considered by the Academic Manager and Operations Manager to determine if the grievance is an academic or non-academic matter.

If, in the opinion of the Academic 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.

If, in the opinion of the Academic Manager or Operations Manager, there are sufficient grounds or cause to proceed, then a proposed resolution will be put forward to the complainant 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>In all cases, SAE will provide a written explanation to the complainant of the outcomes of Stage 1 of the formal grievance and the reasons for the decision. This notification must be given in writing within ten (10) working days of the grievance having been received. These outcomes will be recorded in the online system.</p> <p>5.5 Process for Academic Appeals relating to Course/Assessment Grade Outcomes</p> <p>Note: All academic appeals relating to course/assessment grade outcomes must be lodged within ten (10) working days of results being officially published at the end of trimester. Where a final grade awarded for a course or part thereof is in dispute, the Academic Manager will ensure that the academic decision will be re-assessed by two independent assessors who were not involved in the original decision. Such assessors may be drawn from the academic team at SAE Auckland or any SAE campus in Australia.</p> <p>In the event that these assessors find the academic decision to be unfair, appropriate action will be taken and the final grade will be moderated accordingly.</p> <p>Any academic appeals will be recorded in the online system and noted at the next Examiners Committee.</p> <p>5.6 Stage 2 - Appeal to the Campus Director</p> <p>If the complainant is not satisfied with the outcome at Stage 1, they may appeal to the Campus Director.</p> <p>The complainant shall submit the appeal in writing within ten (10) working days of receiving the written notification of the outcome from Stage 1.</p> <p>The Campus Director, having received the appeal shall:</p> <ul style="list-style-type: none"> ● Acknowledge its receipt within five (5) working days; ● Inform the Chair of the Academic Board and the SAE Southern Dean that an appeal has been received; ● Inform the Academic Manager and Operations Manager that an appeal has been received; ● Note the appeal in the online system ● Decide to: <ul style="list-style-type: none"> ○ enforce the implementation of the recommendations made at the end of Stage 1; or ○ Dismiss the case, giving reasons in writing to the complainant; or ○ 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.
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Note: The Academic Manager or Operations Manager who processed the grievance at Stage 1 of the formal grievance, shall provide the Chair of the Grievance Panel with copies of all evidence and materials as well as all formal documentation related to the case, within five (5) days of receipt of notification of the appeal.

5.7 Convening a Grievance Panel

A Grievance Panel shall consist of no less than three (3) members selected from the pool of approved Grievance Panel members. The Grievance Panel will normally be chaired by the Campus Director.

The pool of approved Grievance Panel members shall normally include a variety of staff from SAE Auckland and SAE Southern campuses, including senior management and may include members of the Academic Board.

The Grievance Panel shall hear the appeal within ten (10) working days of receipt in accordance with the procedures detailed below. The decision of the panel shall be final. If necessary the Chair shall have a casting vote.

The Chair of the Grievance Panel shall then:

- provide the complainant with written confirmation of the outcome of Stage 2 (appeal) of the grievance.
- update the complaint record in the online system, with the outcome of the Grievance Panel.
- submit, within five (5) working days of the panel meeting, a written report to the SAE Southern Dean.
- seek to ensure that any actions arising from the decision of the panel are taken within the timescale identified in the report and shall report any failure to complete actions to the SAE Southern Dean.

5.7.1 Procedural Rules for the Conduct of the Grievance Panel

The Grievance Panel will examine the circumstances and evidence in the case. Where necessary the panel may ask the complainant, Academic Manager and/or Operations Manager and if deemed necessary any other party involved in the case, to provide further documentation and if necessary participate in a hearing.

5.7.2 Hearings

Hearings shall take place at dates and times notified in writing to the complainant, members of staff and other students concerned, at least seven (7) working days before the hearing. The Chair of the panel shall, at the same time as they notify the date of the meeting, indicate the names of any persons that the panel intends to call to give evidence together with a copy of any statement obtained from those persons which are to be referred to at the hearing.

A person of their choosing may accompany the complainant or any respondents directly involved in the grievance. If the complainant or any respondent intends to be accompanied, the name and contact details of the accompanying person shall be notified to the Chair not less than seventy-two (72) hours prior to the meeting of the Panel.

Legal representation is not allowed at a hearing other than in exceptional circumstances with the prior approval of the Chair of the panel.

The complainant and respondents directly involved in the grievance and persons accompanying them shall be permitted to question any persons giving evidence to the meeting and to directly address the Grievance Panel.

If the complainant or any respondent wishes to introduce documents to the Panel, they shall supply copies of all such documents to the Chair at least five (5) working days before the date of the hearing. The Chair shall ensure these papers are circulated as soon as possible to the other party and to all members of the Panel. The Chair may decide to give time to examine the documents by adjourning or delaying the meeting of the Panel for a period of up to five (5) working days.

The Grievance Panel shall meet and make their final deliberations in private. The panel shall initially decide and then inform all parties concerned how it will conduct the hearing subject to the procedures being consistent with the principles of these grievance procedures and of these procedural rules.

Meetings may be conducted via telephone conference where it is impractical to have all members present in one location. Any person that is unable to be present for the meeting, may, subject to the approval of the Chair, submit a written statement to the Grievance Panel.

Where all reasonable attempts have been made to contact the complainant, the Grievance Panel may proceed with the hearing with the complainant in absentia, if in the view of the panel there is sufficient documentation and evidence available to make a determination on the grievance.

The Grievance Panel shall establish the exact nature of the grievance, establish the facts as far as it is possible to do so, consider the facts, determine its decision and report its decision in writing within five (5) working days to the SAE Southern Dean and copied to all parties involved in hearing the appeal.

5.8 Stage 3 - External Mediation and Dispute Resolution

If the complainant is not satisfied with the Grievance Panel outcome in Stage 2, they may make a written request to the Campus Director that they

	<p>wish the matter be dealt with through an external dispute resolution process.</p> <p>An external mediation and dispute resolution process will be organised by the Campus Director, under advisement from a local external mediation service. The external mediation service will appoint a suitably qualified mediator and make arrangements for a mediation to be held between the Institute and the complainant, as soon as practicably possible after receiving notification from the Institute.</p> <p>The complainant or any respondent to the grievance may ask another person to accompany them to the external mediation. This support person is not the primary negotiator and is only able to speak at the mediator's discretion.</p> <p>The mediator will undertake the mediation in line with the approved mediation rules of their agency. This includes the mediator assisting SAE and the complainant to identify the issues between them, and to explore options for, and if possible achieve the expeditious resolution of the dispute, by agreement between SAE and the complainant.</p> <p>If a grievance still remains unresolved after the external mediation and dispute resolution process, the complainant may decide to refer the matter to an appropriate external agency, such as the New Zealand Qualifications Authority (NZQA) or an independent service such as iStudent Complaints.</p> <p>SAE will bear all reasonable costs associated with the external mediation and dispute resolution process. This procedure will be executed at minimal or no cost to the student.</p> <p>Upon completion of the external mediation and dispute resolution process, the Campus Director will update the complaint record in the online system, with the outcome.</p>
<p>6. Records</p>	<p>2_A_PRO_StudentGrievance_190301</p> <p>DRAFT version released 5 March 2019</p> <p>FINAL version approved by Academic Board 17 April 2019 and released</p>