

Student Support and Wellbeing Procedure	
Student Grievance, Complaints and Appeals	
2_A_PRO_StudentGrievance_190301	
1. Purpose	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).
2. Associated Policies	Student Grievance, Complaints and Appeals Policy
3. Associated Documents	<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
4. Key staff	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:
 - **Stage 1:** the matter is considered by the Academic Manager or Operations 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 Manager and Operations Manager that an 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 Manager or Operations 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 outcome from Stage 2, they may make a written request to the Campus Director that they wish the matter be dealt with

through an external dispute resolution process. If so, the student will, with support, be directed to an external agency such as Tertiary Education Disputes Resolution (TEDR) or in the case of International Students, iStudent Complaints.

5. At all stages of the Grievance, Complaint and Appeals process, records are kept up to date, accurate and confidential.
6. The Compliance Committee reviews all and any student complaints as a matter of order.

The following flow-chart presents this procedure diagrammatically.

