

## Internal Complaint Procedure (for students)

Please read this information carefully before making a formal complaint to Management.

### When should you make a complaint?

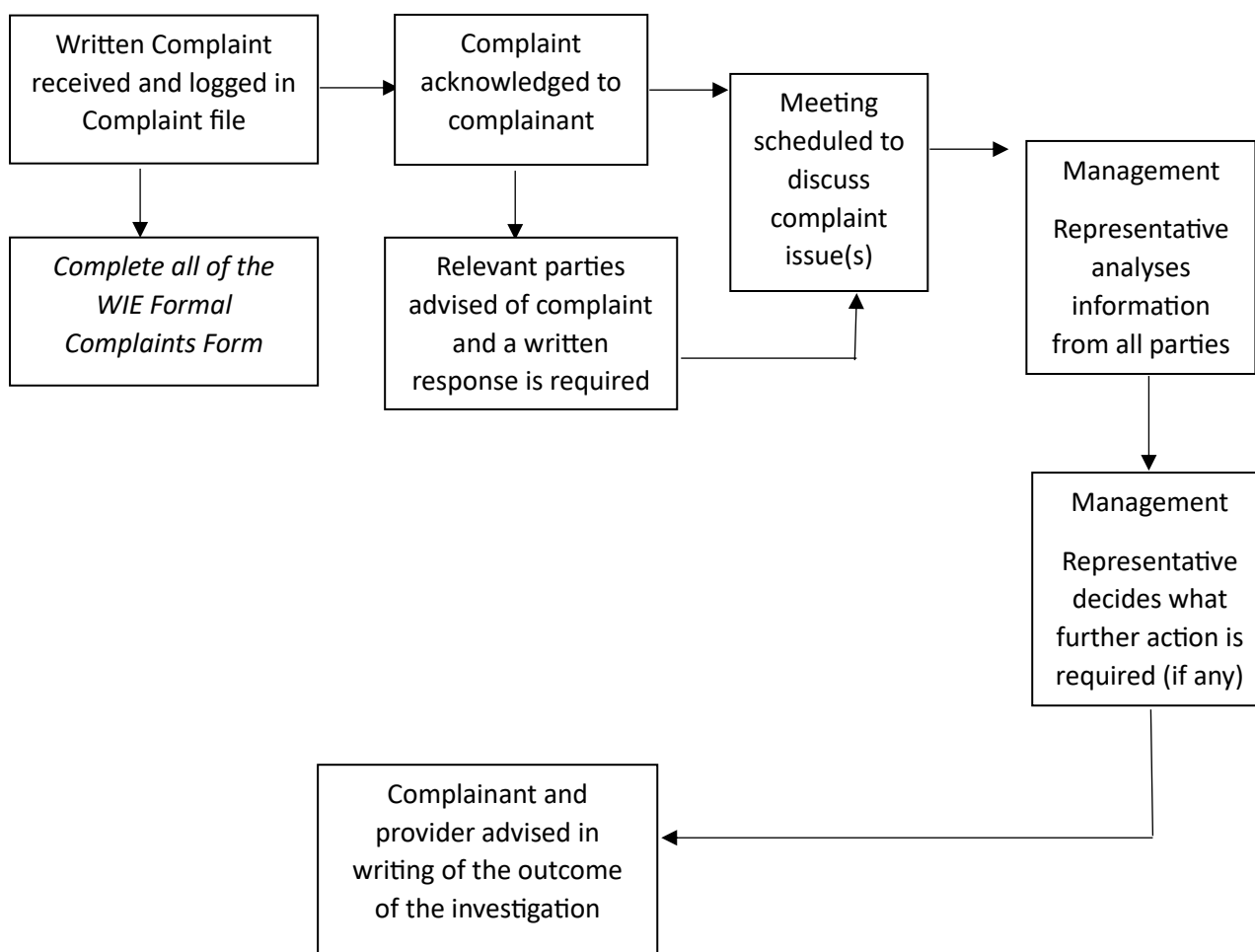
If something has happened that you think is serious enough to come straight to Director of Studies or Administration Manager about, such as a situation where students may be harmed physically or emotionally. It is important to make your complaint as soon as possible after the events concerned take place.

Complaints relating to education provided to international students

The Code of Practice for Pastoral Care of International Students describes the procedure for lodging a complaint if a student feels the Code has been breached. For further information go to the NZQA website <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

### What does WIE do when it receives my complaint?

WIE follows a step-by-step process to make sure that the complaint is investigated by a senior member of staff and that the outcome is fair for all parties. WIE records all information relating to complaints. For more information about this process, contact Reception.



**If the complaint is against a staff member will they know that I have made a complaint?**

Generally, yes. In order to make a fair decision WIE informs the staff member a complaint has been made. The letter includes a summary of the complaint and states who made the complaint. The provider is asked to respond. This helps WIE look at the complaint with information from all parties and make a balanced decision.

Occasionally there are circumstances where a student feels there may be repercussions if the staff member is given his or her name. If you want your name to be confidential, then you must indicate this in part 6 of the Formal Complaints Form.

**What is WIE looking for when it investigates a complaint?**

WIE's main concern is that its policies and procedures are being followed and are applied fairly including student welfare.

**What if a formal complaint is not upheld?**

If you have attempted to follow the internal complaints procedures of the provider and decided that it is appropriate to forward your complaint to NZQA, please see external complaint procedure (available from Reception) or visit [www.nzqa.govt.nz](http://www.nzqa.govt.nz)