

PATHWAYS COLLEGE COMPLAINTS PROCEDURE

If you have a complaint or grievance to raise about any other student or member of staff/faculty, the following complaints procedure should be followed:

1.1 RAISE YOUR CONCERNS WITH PATHWAYS COLLEGE

COMPLAINTS AGAINST FACULTY/STAFF:

If your complaint is against a member of staff/faculty or otherwise related to your course or experiences at Pathways College, it's very important that you give the Pathways College the opportunity to respond to your concerns.

- a) In the first instance, any student with concerns about an individual staff member, problems with studies or general course matters, should see the staff member concerned, or in the case of internship students, their supervisor or the Academic Director. If this informal meeting is ineffective, move on to the next step.
- b) If the matter remains unresolved, the Principal should be approached. Dialogue between the student, the staff member and the Principal will follow, in order to resolve the matter.
- c) Should there be any problem of a serious nature, a formal written complaint must be made in writing to the Principal. The letter should clearly describe the nature of the complaint with suitable evidence to support the claim. The Principal with one other faculty member will work through the complaint with the student in order to resolve the matter. The student may choose another person (including another student) to support him/her in the interview.

COMPLAINTS AGAINST FELLOW STUDENTS:

Any student with a complaint against him/her must be given the right of reply and a fair hearing in the presence of the Principal and one other faculty member, including any person who attends in support of the student. Complaints are usually resolved at this level.

The Chairman of the Board (or his deputy) is available only as a last resort. Complaints must be made in writing through the Principal.

1.2 RAISE YOUR CONCERNS WITH NZQA

Students must make a genuine effort to resolve their concerns by following Pathways College's formal complaint process, before making a formal complaint to NZQA.

In the event that the grievance has not been resolved through the procedure outlined under 1.1 above, the student has the right of appeal to the New Zealand Qualifications Authority. Information about the process to make a formal complaint can be found here:

<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

TO MAKE A FORMAL COMPLAINT TO NZQA ABOUT PATHWAYS

If you are not satisfied by the outcome of our complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority's website provides useful information about the avenues available to you.

You can find the following information to help you:

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>

On this page

- ↓ Raise your concerns through the provider's formal channels first
- ↓ Tips for resolving a complaint with your education provider
- ↓ What to do if your concerns are not resolved by the education provider
- ↓ Telling NZQA about your concerns

Anyone wanting to notify NZQA of any concerns will need to complete a webform available at:

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>