

STUDENT CONCERNS AND COMPLAINTS POLICY

Category	Academic
Policy Owner	Deputy Vice-Chancellor Academic
Last review	28 July 2025
Next review	28 July 2030
Approved by	Vice-Chancellor
Effective date	15 August 2025

1. PURPOSE | TE ARONGA

To ensure that Student Concerns and Complaints are dealt with fairly and in accordance with the principles of Procedural Fairness.

2. POLICY | KAUPAPA HERE

2.1 Principles

The following principles underpin AUT's Concerns and Complaints process:

- The University will work with all parties to resolve Student Concerns and Complaints in a fair and timely manner in accordance with the principles of Procedural Fairness.
- Where Concerns arise, Students are supported and encouraged to resolve these informally and at the source by contacting the person or the service area involved.
- All parties will act in a way that upholds the University's values, principles and enactments of Pono (fact, truth, reality, integrity), Tika (act accordingly, appropriate action, ethical expression), Aroha (empathy, care, compassion, passion, where mana is not diminished).
- Staff will act in a way that upholds the University's [Staff Code of Conduct](#).
- All parties involved in a Concern or Complaint must maintain confidentiality.
- All parties will act in a way that aligns with the Principles and Values of [Te Aronui](#), the University's Te Tiriti Framework, in particular by embedding whanaungatanga (relationality) and manaakitanga (mana-enhancing) actions.
- Clear and accurate information about how to raise a Concern or lodge a Complaint is available to Students and External Parties.
- Students will be offered support or referred to University support services where appropriate and will be provided with information about where to seek advice on the Concerns and Complaints process.
- Concerns or Complaints may be raised without fear of disadvantage or retaliation.

2.2 Concerns and Complaints

This policy and the processes set out in the Student Concerns and Complaints Procedures will apply when a Student or External Party raises a Concern or Complaint regarding:

- The actions or conduct of a Staff member; or
- The quality of delivery of a service (including a course or programme) provided by the University;
- Their treatment by the University or its Staff;
- Financial or contractual issues with the University.

Processes for addressing a Concern or Complaint are set out in the Student Concerns and Complaints Procedures.

Where a Concern or Complaint relates to an incident or situation from more than 12 months ago the University may be limited in what it can investigate, and a resolution may not be possible.

Parties may disclose personal, sensitive or medical information in the process of a Concern or Complaint and the principle of confidentiality must be observed. Student and Staff information disclosed in this way can only be used for the purposes of resolving or determining a Concern or Complaint, which may include referral of a Concern or Complaint under another University policy or procedure.

Information and records about Concerns or Complaints will be made available only to those Staff who require the information to perform their duties. Records of Concerns and Complaints will be securely maintained.

The University will monitor aggregated and anonymised information on Concerns and Complaints to enable the continual improvement of services and to support a high-quality learning and teaching environment.

Note: Records associated with Complaints will be retained according to the requirements of the [Disposal Schedule for New Zealand Universities](#).

Students may contact the [AUTSA Advocacy team](#) for free advice and assistance in resolving Concerns or Complaints and may access other specialised support services.

Staff named in a Concern or Complaint and/or who need support in relation to managing a Concern or Complaint, can contact [Ea | Employee Advisory and Resolutions Service](#) for free advice and assistance.

AUT senior leaders will not normally be involved in the resolution of individual Student Concerns, unless a Complaint is referred by the Senior Specialist Student Complaints to a member of senior staff.

Concerns or Complaints received directly by senior leaders from Students or External Parties will be referred to the Senior Specialist Student Complaints for triaging and appropriate referral.

2.3 Concerns or complaints not addressed under this Policy

Dissatisfaction with respect to the mark given to an individual piece of assessment or a final grade, or the outcome of an examination for a thesis or dissertation are dealt with under the University's General Academic Regulations (refer to Part 5: Section 6, and Part 6: Sections 1 and 2 regarding reconsideration of assessments and appeals against results; and Part 7: Section 3 for appeals against the outcome of an examination for a thesis or dissertation). However, Students may raise a Concern or a Complaint under this Policy if they consider that some part of the academic appeal process has been unfair or disadvantageous.

Complaints against another Student regarding breaches of discipline are dealt with under the Discipline Statute or the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Allegations of sexual harm, bullying and harassment are matters are dealt with under the University's Preventing Bullying and Harassment Procedures, the Discipline Statute, or the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Academic discipline or research misconduct matters are dealt with under Part 7, Section 3 of the General Academic Regulations.

3. DEFINITIONS | WHAKAMĀRAMATANGA

Complaint:	A formal, written expression of dissatisfaction made in good faith about the areas within the scope of this policy that is normally made after efforts to resolve a Concern have been exhausted.
Concern:	An expression of dissatisfaction made in good faith about the areas within the scope of this Policy.
External Party:	An individual who is not an enrolled student but who wishes to raise a Concern or lodge a Complaint. This includes a prospective student.
Procedural Fairness:	Also known as natural justice, requirements of procedural fairness include: <ul style="list-style-type: none">• ensuring respondents are provided with all necessary information regarding the complaints that have been made against them• Ensuring respondents are given opportunity to respond to a complaint before a decision is made• That persons involved in determining an outcome do not have any bias or conflict of interest.• That a decision is based only on relevant evidence.
Student:	A student, or group of students. For the purposes of this Policy a Student includes former students of the University who may raise a Concern or Complaint where related events occurred while they were an enrolled student.
Staff:	Including academic Staff, administrative Staff or any other of the University's service providers.
University:	The Auckland University of Technology (AUT) including all subsidiaries.

4. SCOPE | KAUPAPA

This policy applies to all Staff and Students of the University.

5. LEGISLATION AND COMPLIANCE | NGĀ TIKANGA MOTUHAKE

The University shall comply with all applicable New Zealand laws, legislation, and regulations.

See also the Register of Key Legislation, and specifically:

[Education and Training Act 2020](#)

[Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)

[Privacy Act 2020](#)

[New Zealand Bill of Rights Act 1990](#)

6. RELATED DOCUMENTS | NGĀ TUKANGA ME NGĀ TUHINGA

[Discipline Statute](#)

[AUT Calendar - General Academic Regulations](#)

[Staff Code of Conduct](#)

[Postgraduate Handbook](#)

[Bullying and Harassment Policy](#)

Policies and Procedures can be found the [AUT Policy Hub](#) Te Poutohu, and on [TUIA](#).

7. DOCUMENT MANAGEMENT AND CONTROL | NGĀ HERENGA WHAKAHAERE

Policy Owner: Deputy Vice-Chancellor Academic

Last review: 28 July 2025

Next review: 28 July 2030

Approved by: Vice-Chancellor

Effective date: 15 August 2025