

GRIEVANCE PROCEDURES

Purpose

Eastwest College of Intercultural Studies has developed structures and procedures to address concerns and complaints from students as to the teaching or operation of Eastwest. As a small community we seek to address any concern or complaint quickly and to act in such a way as to bring resolution that ensures the well-being and safety of all students and staff.

Any student may use the college grievance procedure to make a complaint. At any level of the process, the student may ask to be supported by another student, student council member, or staff member.

Procedure

- Where minor concerns arise, whether academic or general concerns, students are encouraged to take a common-sense approach and raise them **directly with the relevant person**, with the aim of resolution at the lowest possible level.
- If the concern remains unresolved in a satisfactory manner for the student, they should talk next with their **care group leader or another staff member**.
- If the student remains dissatisfied with the outcome, they should put their complaint in writing and bring it to **the college principal**, who may also consult with staff.
- **WEC directors** are the next level of appeal, should the situation remain unresolved. They may be approached directly via director@wecnz.org.
- If the Directors are unable to resolve the complaint they will refer it to a **mediator** who is deemed acceptable to both parties. Please note that the decision for such a person will be binding.

Once a complaint is resolved summary notes and the decisions made are to be recorded. Copies of all correspondence from and to the student will be kept in the student file.

Students also have the right to lodge a grievance with NZQA, who provide a service to assist students with complaints. NZQA can be contacted at: <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>.

International students should follow the following link: <http://www.istudent.org.nz/>;

Any event regarded as a critical incident will be referred to the Student Pastoral Dean and/or the College Crisis Management Team and follow their procedure.

Definitions

Concern	A matter where it is likely that resolution can be obtained by direct, informal consultation with the people concerned. A situation where the learner considers appropriate standards have not been met but the impact on them has not been significant. If desired for personal and/or cultural reasons, the concern may be raised with the support of other students or staff.
Complaint	In the event that an expressed concern has not been resolved to the satisfaction of the learner and the learner considers that there has been a direct and significant adverse impact on him/her, a formal process of resolution will proceed following our Grievance Procedure.
Critical Incident	An event out of the range of normal experience, which is sudden and unexpected. It involves the perception of a threat to life and can include elements of physical and emotional loss.