



THE CATHOLIC INSTITUTE  
OF AOTEAROA NEW ZEALAND  
Te Pūtahi Katorika ki Aotearoa

## STUDENT COMPLAINTS, GRIEVANCES AND APPEALS POLICY

### RATIONALE

The Catholic Institute (TCI) aims for excellence in the services it provides, and in the standard of professionalism of the people involved. The Student Complaints, Grievances and Appeals Policy provides a framework to address student concerns in a fair and equitable way.

### PURPOSES

1. To ensure the services provided by TCI are meeting the needs of students and, where applicable, prospective students.
2. To respond quickly and fairly to student concerns.
3. To provide fair and equitable resolution to complaints, grievances and/or appeals.

### GUIDELINES

1. All actions taken under this policy will be based on the values and mission of TCI and will be underpinned by mutual respect and fairness.
2. All persons involved in a formal complaint, grievance or appeals process will have the right to be informed that a complaint, grievance or appeal concerning them has been made and to be informed of the outcome of that process.
3. Those involved in the process of a complaint, grievance or appeal will maintain confidentiality and procedural fairness.
4. Students who bring a complaint or grievance, or who request an appeal of a decision, will be treated without bias, pre-judgement or disadvantage.
5. All those involved in a complaint, grievance or appeal will follow the appropriate procedures outlined in TCI's *Student Complaints, Grievances, and Appeals Procedures* to resolve the issue in a timely manner.
6. Students and staff of TCI will familiarise themselves with and adhere to all the relevant regulations, written procedures and standards of conduct outlined in TCI's pertinent policies and procedures.
7. TCI reserves the right to deal with a frivolous, vexatious or malicious complaint or grievance through the Student Behaviour and Personal Conduct Policy.

### RELATED POLICIES

Student Behaviour and Personal Conduct Policy