

COMPLAINTS POLICY AND PROCEDURES

INTERNAL AND EXTERNAL COMPLAINTS PROCEDURE

School of Business Ltd welcomes any opportunity to make things better for students so if you have a concern or a concern or a complaint about something that is affecting your study or if you are not satisfied with a service, we encourage you to bring this to our attention as soon as you can so that the problem can be resolved quickly and easily.

Making a complaint can seem daunting or stressful for some students, but you have the right to have your concerns taken seriously and please remember that we want you to enjoy your time with us and have a successful and positive experience.

A concern or a complaint is resolved when:

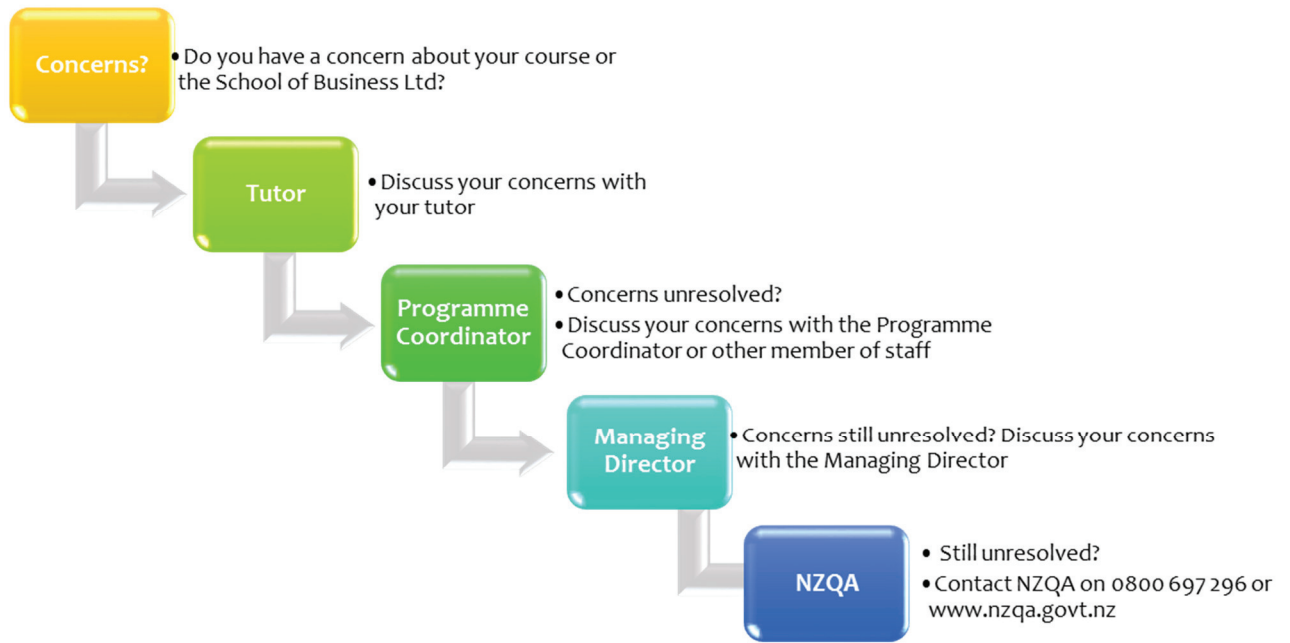
- Both the complainant and respondent are satisfied that they have been heard and that the concerns and complaint has been addressed; and
- All those involved are satisfied that they have been treated fairly; and
- All those involved agree that the matter has been resolved satisfactorily and that the matter is at an end.

Grievances / Complaints Procedure

Follow the steps below:

1. **Tutor:** Discuss your concerns with your tutor first. If your tutor or the member of the management team cannot assist you with your problem they will refer you to someone who can. If you do not feel comfortable talking with your tutor, or if you do not think the matter has been settled then move to Step 2 below.
2. **Programme Coordinator:** Discuss your concerns with the Programme Coordinator or another member of staff if necessary. Should the problem still not be solved or should you not be satisfied with the proposed resolution, then move to Step 3 below.
3. **The Managing Director:** If the steps above have not resolved your concerns, then the next step is SBL's Managing Director. If you wish, you can express your grievance in writing. The Managing Director will investigate the issues and inform you of the outcome of the complaint.
4. **NZQA:** If you are still not satisfied with the outcome of SBL's complaints process, you can raise your concerns with NZQA. They can be contacted via
 - Phone: 0800 697 296
 - Their website <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>
 - By writing to them at the following address

The Complaints Officer,
Quality Assurance Division,
PO Box 160
Wellington 6140



External Bodies

If a grievance is unable to be resolved through internal procedures, students are able to seek recourse through the following external bodies:

- NZQA
- The Human Rights Commission
- The Race Relations Tribunal