

RESOLVING PROBLEMS AT NMIT

Conflict is an inevitable feature of living and working in an organisational community. When differences arise, NMIT has a number of processes in place for resolving these.

All complaints are to be resolved as quickly as possible.

Where a decision is required on a complaint, each party's information, story or evidence will be considered.

The rights of both complainants and respondents should be protected and both parties have the right to a fair hearing.

Information relating to complaints is confidential.



322 Hardy Street
Private Bag 19
Nelson 7042
Phone: 03 546 9175 Fax: 03 546 2440
E-mail: Complaints@nmit.ac.nz

Student Problem Resolution at NMIT



How NMIT can help
you resolve problems,
complaints or disputes

The Office of the Chief Executive
Phone: (03) 546 9175
Email: Complaints@nmit.ac.nz

STEPS TO RESOLVE A PROBLEM

Step 1

- Problems should be resolved between the parties directly involved wherever possible.
- If you are a student—there are many routes to resolution including support and preparation for meetings, letter writing or mediation. The NMIT Student Advisor is there to help and advise options for resolving a complaint without initiating a formal process. You may also want to talk to a SANITI representative.
- If you are a staff member—you may want to discuss your problem with your manager or a member of the senior management.

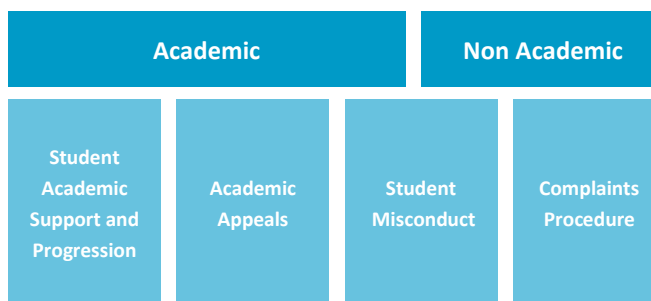
Step 2

- If the complaint is not resolved, submit a complaint form to the office of the Chief Executive, A Block, Nelson Campus.
- If the complaint is related to named individual (s) they will be informed of the complaint made against them.

Step 3

- Within 2 working days of receipt of the complaint, you will be contacted and given the following details:
 - ⇒ Complaint reference number
 - ⇒ NMIT Contact Person who will manage the complaint
 - ⇒ NMIT Problem Resolution Procedure to be followed.

NMIT STUDENT PROBLEM RESOLUTION FRAMEWORK



These processes apply to:

- Student Academic Appeals
- Student to student disputes
- Student to staff disputes
- Breach of Human Rights eg racial or sexual harassment
- Student Misconduct
- Complaints about NMIT services and facilities

at all locations and work areas of NMIT, encompassing all learning and teaching activities, and including NMIT training partners.

NMIT reserves the right not to progress:

- Anonymous complaints or complaints based on hearsay.
- Complaints made more than 90 days after an alleged incident.
- Complaints where the complainant is not willing to provide sufficient information to achieve a resolution, or if no response is received within 90 days.

Copies of the Complaint Form and this brochure are located at Programme Area Offices, Information and Enrolment Centre, the Student Centre, the SANITI office and on the NMIT Website.
www.nmit.ac.nz/about/policies/problem-resolution

Complaint Form

Date: _____ Name: _____

Programme (if applicable) _____

Address: _____

Contact Number (home): _____

Contact Number (other): _____

Email Address: _____

Please tick your preferred contact option

Complaint Details: *(Please include who you have already spoken to regarding the complaint and what you have done yourself to try to resolve the problem)*

Outcome Sought:

Note: *If you require more space please attach support document/s to this form or download a larger form from the NMIT Website.*

THANK YOU

Return Form to: The Office of the Chief Executive
 NMIT
 Nelson Campus—A Block
 Private Bag 19
 03 546 9175
 Complaints@nmit.ac.nz

Office Use Only
DATE RECEIVED
____/____/____