

Appendix 3

GRIEVANCES, COMPLAINTS AND APPEALS FORM
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Instructions: Student will fill section C, D and E of this form and give to Student support staff

A Dealing with Problems

We want to hear about your concerns. Please tell us about them early. We aim to settle problems within seven days of receiving notice from you. Try to deal with problems through talking directly with the people concerned. If this does not get results, ask Student Support for help.

B Purpose of the 'Grievances, Complaints and Appeals' Form

This form provides evidence of attempts to settle a problem. It can be used to record ideas for improving your course or our administration, to express a grievance or complaint, or to appeal against an assessment decision or any other concern.

C Your Name and Contact Details

D Type of Problem

Tick alongside the type of problem you want investigated.

<i>Course of Study</i>	<i>Learning Environment</i>
<i>Administration</i>	<i>Homestay Accommodation</i>
<i>Unprofessional Behaviour</i>	<i>Health and Safety</i>
<i>Assessment</i>	<i>Withdrawal from Course of Study</i>
<i>Absence</i>	<i>Leave</i>
<i>Other (provide your own heading):</i>	

E Details of Problem

Imperial College of New Zealand

'COMPLAINTS, GRIEVANCES AND APPEALS' FORM (continued)

For office use only:

Meeting required (Y/N) _____ **Meeting Date:** _____

Meeting outcome (including detail of appeal to an External Authority, if any)

Final Outcome of Investigation

Implications for the Imperial College of New Zealand

If a grievance, complaint or appeal is found to be justified, a change of policy or procedure may be needed. The Principal is asked to list below any suggested changes and to discuss them with the Management Team.

Signature of Support officer or principal:

Signature of student initiating the action:

Start date of investigation:

Finish date of investigation:
