



Complaints Procedures – Wellington & Auckland

1. All complaints should in the first instance be addressed through internal complaints procedures as outlined below. All complaints procedures will be treated confidentially.
2. A student with a complaint that concerns a particular staff member should in the first instance discuss the issue with that staff member if possible. An appointment should be made with the staff member to discuss the issue at an appropriate time. Staff should ensure that they document any conversations in sight of the student and store these confidentially in the student's file.
3. If the student is unable to, or feels uncomfortable addressing the staff member concerned, the student may approach the School Manager in Auckland and General Manager in Wellington. If the student feels uncomfortable addressing the School Manager in Auckland they may approach the General Manager in Wellington either by phone, email, and letter or by making an appointment.
4. The student may request an appointment with the Institute's external counsellor, if he or she feels unable to discuss the matter with any member of staff. The counsellor may then direct the student to an appropriate avenue for complaint.
5. If the complaint is concerned about sexual harassment, the student should approach any member of staff that the student feels comfortable approaching, or the external counsellor directly. Members of staff who are untrained are required to refer the complaint to someone who is trained in the area of sexual harassment.
6. In all cases, the student may make an oral complaint initially. If the member of staff approached feels that the complaint is of a particularly serious nature, the student will be advised to submit the complaint in written form to the School Manager in Auckland or General Manager in Wellington. In the absence of the School Manager or General Manager, written complaints may be addressed to the Director of Studies. If required, the student may request the aid of one of the Institute's appointed translators.
7. Oral complaints will be dealt with immediately or as soon as practicable. Written complaints will normally be dealt with within two weeks of submission, or sooner depending on the nature of the complaint.
8. If a student feels that a complaint has not been satisfactorily dealt with by the Institute, he or she may submit their complaint in writing to an external authority, such as:

New Zealand Qualifications Authority (NZQA)

Email	helpdesk@nzqa.govt.nz
Telephone	+64 4 802 3000
Fax	+64 4 802 3112
Postal address	PO Box 160, Wellington, New Zealand

NZQA is a government organisation that can provide an independent assessment of a student's complaint and will either investigate the concerns or advise the student what they can do next. Students can submit their complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz If students need more information on the complaints process, contact NZQA on 0800 697 296. Another useful website to help with this process is: <http://www.istudent.org.nz/>

The Campbell Institute is a member of English New Zealand. If a student has a complaint that they have not been able to resolve, students may wish to contact English New Zealand and ask for assistance. They are able to be contacted via phone: +63 3 386 1222 or by email: admin@englishnewzealand.co.nz

admissions@campbell.ac.nz
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