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The Student Association of Nelson-Marlborough Institute of Technology Incorporated (**SANITI**) is committed to ensuring that complaints are dealt with fairly and promptly and in accordance with the principles of natural justice.

Purpose

- To outline the steps SANITI members should take to express their concern.
- To ensure that concerns are communicated to the appropriate person(s).
- To deal constructively, promptly and fairly with concerns as they arise.
- To provide positive developments or outcomes including seeing complaints as part of a process of service improvement.

Organisational scope

SANITI Staff and Volunteers; SANITI Executive members; any and all other persons with whom SANITI Staff, Volunteers and/or Executive members come into contact with in their respective roles at SANITI including, but not limited to, Te Pūkenga/NMIT ākonga/students and staff, and visitors to SANITI.

Definitions

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| <i>Complainant</i> | Party who makes the complaint |
| <i>Respondent</i> | Party about whom the complaint is made |
| <i>SANITI</i> | Student Association of Nelson-Marlborough Institute of Technology Incorporated |
| <i>President</i> | The current ākonga/student President |
| <i>Vice President</i> | The current ākonga/student Vice President |
| <i>General Manager</i> | The current General Manager |
| <i>Appointment Agent</i> | The person who acts as the employing agent for the President |
| <i>Executive</i> | Members of the ākonga/student executive |
| <i>Ākonga/Student</i> | Current enrolled ākonga/students of Te Pūkenga/NMIT |
| <i>SANITI Complaint Manager</i> | General Manager except where the complaint is regarding the General Manager |

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| Review: 2024 | Responsibility: The General Manager | Approved: General Manager |
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Independent External Advisor Association Solicitor (available only through General Manager)

Human Resource Specialist (only with permission of General Manager or the Association Solicitor)

Policy Content and Guidelines

The following list designates the appropriate channel for complaints:

- Complaints against **SANITI** are to be managed through the **President** and **General Manager** in the first instance.
- Complaints against the **Executive and/or Individual members of the Executive** are to be managed through the **President** in the first instance.
- Complaints against **President** are to be managed through the **Vice President** and the **Appointment agent** in the first instance.
- Complaints against the **General Manager** are to be managed through the **President** in the first instance.
- Complaints against **SANITI Staff** are to be managed through the **General Manager** in the first instance.

The process guide for each of the above scenarios is outlined in Part A of SANITI's Complaints Procedure.

Informal Complaints

- Concerns should be expressed to the SANITI staff member, volunteer or Executive member closest to the problem and this person should inform the General Manager and/or President that a communication has been received including the contact details of the complainant.
- The complainant should expect constructive communication by the next working day.
- If the concern is not resolved at this level, the General Manager and/or President should be consulted as per the process guidelines and flow diagram in Part A of SANITI's Complaints Procedure.
- The General Manager and/or President will look into the matter and seek to resolve it, as informally as possible, within one week of receiving the informal complaint.
- The General Manager and President will keep each other informed regarding concerns and complaints.
- If any of the parties involved are unhappy with the outcome the complaint will be managed as per the Formal Complaints procedure at Part B of SANITI's Complaints Procedure.

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Formal Complaints

- The Formal Complaints procedure appears at Part B of SANITI's Complaints Procedure.
- All correspondence for formal complaints must be in writing.
- A timeline of events should be kept to enable record keeping and investigation.
- If any conflict of interest is suspected the General Manager or the President must be informed and a plan made to ensure the best outcome is achieved within the guidelines.
- SANITI must ensure that any staff member appointed to the role of SANITI Complaint Manager receives relevant training in dealing with complaints.
- Other people who may be connected to an outcome may be interviewed in the course of the investigation.
- Sub-committees of the Executive will have the power to decide a course of action in relation to Executive members.
- All participants to the action of a complaint are to maintain confidentiality of all information and documentation.
- At any time in the process, the parties may seek support from friends, family or Whanau.
- In the case of all staff including the President being the respondent to a complaint an independent external advisor will be consulted and will be the SANITI Complaint Manager.

References

SANITI's Complaints Procedure
Human Rights Commission Act 1977
Human Rights Act 1993
Privacy Act 1993
Official Information Act 1982
Employment Relations Act 2000
Other relevant Employment law
Principles of Natural Justice

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