

## 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 and comply with the principles of Natural Justice .*

*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](mailto:complaints@nmit.ac.nz)  
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## 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](mailto: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. NMIT Student Advisors are 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 Directorate.

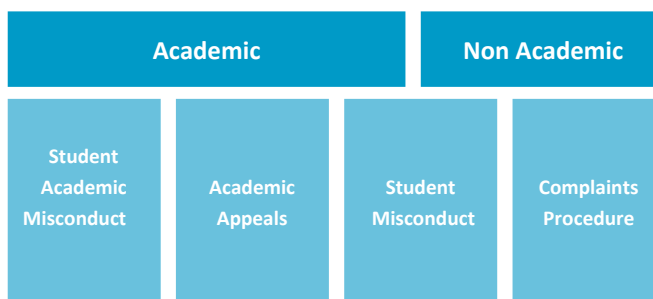
## Step 2

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

at all locations and work areas of the institute including NMIT training partners for NMIT students and contracted training providers for NMIT students.

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 this leaflet are located at Programme Area Administration Offices, Information and Enrolment Centre, the Student Centre, the SANITI office and on the NMIT Website.  
<http://support.nmit.ac.nz/downloads/10-problem-resolution>

## Complaint Form

Date: \_\_\_\_\_ Name: \_\_\_\_\_

Programme Name \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number (mobile): \_\_\_\_\_

Contact Number (other): \_\_\_\_\_

Email Address: \_\_\_\_\_

### 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)*

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Outcome Sought:

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Note: If you require more space please attach support document/s to

### THANK YOU

Return Form to: **The Office of the Chief Executive**  
NMIT  
Nelson Campus—A Block  
Private Bag 19  
Phone: 03 546 9175  
Email: [complaints@nmit.ac.nz](mailto:complaints@nmit.ac.nz)

Office Use Only
DATE RECEIVED
____/____/____