

## Raising a concern or making a complaint about service delivery, behaviour of a student or staff member, or an outcome of a decision

While we hope you never need to complain about your experience with us, if you do we want that process to be straightforward and transparent. Students are encouraged to complete the online form "Support with making a complaint". Complaints that come through the online process are triaged by Student Experience Directorate to the relevant Head of Department across Massey University. The form can be found here:

<https://www.massey.ac.nz/student-life/services-and-support-for-students/support-with-making-a-complaint/>

**ACADEMIC**  
Complaint about academic experience or an academic outcome.  
Examples may include issues with assessment, supervision or administration, such as significant delay in returning assignments, unfairness in grading or marking, or the material provided is inadequate.

**BEHAVIOUR**  
Complaint about the behaviour of either a staff member or a student.  
Examples may include inappropriate comments, rudeness or bullying, sexual harm, comments about your appearance, race, religion, background or beliefs.

**SERVICE**  
Complaint about the service that you have received from us.  
Examples may include the enrolment process, student fees or facilities.

Talk direct to staff about your concerns to try to find a positive solution informally

Talk direct to staff or student/s about your concerns to try to find a positive solution informally

Escalate to Head of Department

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Head of Department may complete Student Support and Advising Referral Form

We follow Student Disciplinary Regulations when any complaint is made about the behaviour of a student, or Staff Employment Contract for staff behaviour, as well as university policies and procedures

Escalate to Provost

University Grievance Committee

NZ Government tertiary education learner dispute resolution

Student Disciplinary Regulations (for complaints against other students) basis for Formal Investigation