

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.



32 Hardy Street
Private Bag 19
Nelson 7042
Phone: 03 546 9175 / 0800 422 733
Email: complaints@nmit.ac.nz
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Ākonga Problem Resolution at NMIT



How NMIT can help
you resolve problems,
complaints or disputes

The Office of the Interim Operations Lead
Phone: (03) 546 9175 / 0800 422 733
Email: 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 ākonga—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 kaimahi—you may want to discuss your problem with your manager or a member of the Directorate.

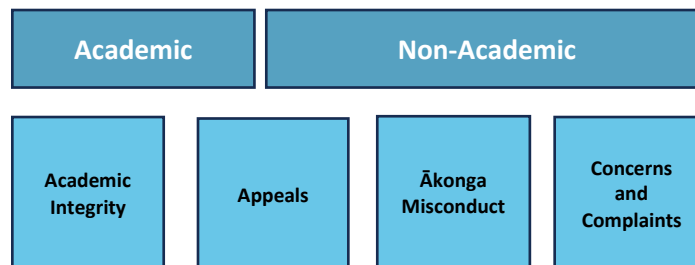
Step 2

- If the complaint is not resolved, submit a complaint form to the office of the NMIT Interim Operations Lead, 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 Procedure to be followed

ĀKONGA PROBLEM RESOLUTION FRAMEWORK



These processes apply to:

- Ākonga Appeals
- Breach of Academic Integrity
- Ākonga to ākonga disputes
- Ākonga-to-kaimahi disputes
- Breach of Human Rights e.g. racial or sexual harassment
- Ākonga Misconduct
- Complaints about NMIT services and facilities

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

NMIT reserves the right not to progress:

- Anonymous complaints or complaints based on hearsay;
- Complaints which are vexatious in nature;
- Complaints lodged by habitual complainants;
- Complaints where the complainant is not willing to cooperate.

Complaints should be lodged within 21 days of the incident or issue.

Copies of this leaflet are located at on-campus Libraries, the Nelson and Marlborough campus reception areas, the Student Centre/s, the SANITI office and the NMIT website

<https://support.nmit.ac.nz/downloads/files/89>

COMPLAINT FORM

Date: _____ Name: _____

Programme Name: _____

Address: _____ ☐

Contact No. (mobile): _____ ☐

Contact No. (other): _____ ☐

Email Address: _____ ☐

Please 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.

Outcome Sought:

Note: If you require more space please attach supporting document/s.

THANK YOU

Return Form to:

The Office of the NMIT
Interim Operations Lead
NMIT | Te Pūkenga
Nelson Campus
Private Bag 19
Nelson 7042
Phone: 03 546 9175 / 0800 422 733
Email: complaints@nmit.ac.nz

Office Use Only

DATE RECEIVED

___/___/___