

## What to do when . . . there's a problem

Sharon Thomas - 2023-10-24 - Complaints

NMIT | Te Pūkenga has a suite of procedures and policies to guide problem resolution.

1. [Academic Integrity policy](#) - detailing the academic expectations of students and what is not acceptable
2. [Ākonga Appeals Procedure](#) - ensuring academic appeals from students are fairly heard and academic standards are maintained.
3. [Ākonga Concerns and Complaints Resolution Procedure](#) - providing procedural steps for responding to formal complaints by students about NMIT services, facilities, programmes, other students, or staff.
4. [Breach of Academic Integrity Procedure](#) - providing the NMIT community with the procedural steps to be taken when academic misconduct is suspected, and/or alleged, and/or proven
5. [Harassment \(Prevention and Management\)](#) - providing guidance to resolve situations involving harassment
6. [Student Misconduct Procedure](#) - providing explanations of what constitutes student misconduct, the consequences, and procedures for dealing with it.
7. [Unsatisfactory Academic Progress Procedure](#) - providing procedural steps in cases of repeated and continuing non-achievement of academic standards or where a student is considered at risk of being unable to complete their course of study

### Related Content

- [How do I raise a concern or complaint?](#)
- [How can I provide feedback?](#)