

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

Sharon Thomas - 2026-04-14 - [Complaints](#)

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

1. [Academic Integrity and Academic Misconduct Policy 010126](#) detailing the academic expectations of students and what is not acceptable.
2. [Akonga Appeals Policy 010126](#) - ensuring academic appeals from students are fairly heard and academic standards are maintained.
3. [Concerns and Complaints Policy 010126](#) and the [Concerns and Complaints Procedure 010126](#) - providing procedural steps for responding to formal complaints about NMIT services, facilities, programmes, other students, or staff.
4. [Breach of Academic Integrity Procedure](#) and the [NMIT Academic Integrity and Academic Misconduct Policy](#) - provide the NMIT community with the procedural steps to be taken when academic misconduct is suspected, alleged, or proven, and what constitutes a breach of academic integrity.
5. [Bullying, Discrimination and Harassment Policy 010126](#) - provides guidance to resolve situations involving bullying, discrimination and 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

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