

Notification of Problem or Complaint Form (CPP117a)

Introduction

1. This form (CPP117a) is available online via our website, via the student advisors, student advocates and from any Department or Team at Ara.
2. When handling student complaints, the Institution and its staff will endeavour to uphold- the Institution's organisational values of:
 - Hono/Connect
 - Hihiri/Inspire
 - Aroha/Respect
3. If you have a complaint about the Ara Institute of Canterbury Ltd (Ara), we want to know so we can work with you to resolve your concerns. If you have a complaint about something that has affected you, the Ara Complaint Procedures and Guidelines (CPP117b) tells you what you can do to raise a complaint, and what the Institution will do with your complaint.

The purpose of this document (CPP117b) is to explain the Ara Institute of Canterbury's complaints procedures, from a student's perspective. This guide explains how you (or the person representing you) can make a complaint, how the Institution will handle your complaint, timeframes for resolution, and alternative resolution options. **Please read this guide in full before you make a complaint.**

4. If you would like support, assistance in understanding these procedures, or to discuss your circumstances or concerns prior to making a complaint, you can contact:
 - a. the [Ara Complaints Coordinator](#) - for information regarding the process and to answer any questions <https://www.ara.ac.nz/about-us/complaints/>
 - b. the [Student Advocate](#) - for confidential and independent advice, advocacy, and support [Student Advocacy and Support](#)
 - c. your Class Representatives
 - d. the Student Wellbeing advisor
 - e. Tutor/Programme Manager
 - f. Academic Manager/ Head of Department/ Residential Manager
 - g. Kaiārahi/Executive Director of Treaty Partnerships

Any of these contacts can provide information on the policy and are able to discuss options available to the individual on how to deal with their concerns.

If you need additional assistance to use these complaints procedures, for example, due to a language barrier or lack of internet access, please contact the Ara Complaints Coordinator or the Student Advocate to discuss additional support options.

5. Ara's student complaints procedures are summarised in the diagram [\(see link\)](#) "Ara Student Complaint Process"

Please complete in full the following details

Date Submitted	
Your Full Name	

Please indicate whether you are a student or member of the public by ticking the box below and supplying the information requested

Relationship to Ara

<input type="checkbox"/>	Student	Student ID is:
<input type="checkbox"/>	Student & Resident of Otautahi House	
<input type="checkbox"/>	General Public	Relationship to Ara:

Please Select (any) of the following

Please indicate by ticking the box below your awareness of the Ara processes, your permission(s) and, preferred process for complaint management.

<input type="checkbox"/>	I have read and understand CPP117b Ara Complaint Procedures and Guidelines
<input type="checkbox"/>	I would like this complaint to remain anonymous
<input type="checkbox"/>	I would like this complaint to be managed informally
<input type="checkbox"/>	I would like this complaint to be managed formally
<input type="checkbox"/>	I give you permission to discuss my complaint with the relevant named or un-named individuals indicated/linked to this complaint
<input type="checkbox"/>	I require support to understand the Ara Complaint Procedures

Please indicate if you would like support or are actively engaged with Ara support services

Please indicate by ticking the box below

<input type="checkbox"/>	I am actively engaged with Ara support services
<input type="checkbox"/>	I would like to know more about Ara support services (please send me more information)
<input type="checkbox"/>	I would not like to engage in Ara support services
<input type="checkbox"/>	Other: Please specify

What is the nature of your problem/ complaint? (Please select)

<input type="checkbox"/>	Customer Service	<input type="checkbox"/>	Academic Matter	<input type="checkbox"/>	Campus Safety Concern	<input type="checkbox"/>	Staff Complaint
<input type="checkbox"/>	Bullying	<input type="checkbox"/>	Harassment	<input type="checkbox"/>	Discrimination	<input type="checkbox"/>	Student Complaint
Other:							

Explanation of problem or complaint [attach further details on another page if needed]

Outcome sought

Names of anyone at Ara Ltd you have already contacted about this problem or complaint

Signed: _____

Date: _____

Send form to:

Hayley Devoy (Complaints Coordinator)
Ara Ltd
City Campus: Madras Street
PO Box 540
Christchurch 8140
(Phone: 03 940 6084)

Hayley.devoy@ara.ac.nz

For Ara Ltd Use	
Date Received	
Contact Person	
Complaint Ref#	