Notifcation of Problem or Complaint

The purpose of this document (*CPP117c Ara Student Complaints Procedure*) is to explain Ara's complaints procedures, from a student's perspective. This procedure explains how you (or the person representing you) can make a complaint, how Ara will handle your complaint, timeframes for resolution, and alternative resolution options. **Please read this procedure in full before you make a complaint.**

This form (CPP117a) is available online via our website, via the student advisors, student advocates and from any Department or Team at Ara Institute of Canterbury Ltd (Ara).

When handling student complaints, the Institution and its staff will endeavour to uphold the Institution's organisational values –

- Hono/Connect
- Hihiri/Inspire
- Aroha/Respect

If you have a complaint about 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 Student Complaints Procedure (*CPP117c Ara Student Complaints Procedure*) tells you what you can do to raise a complaint, and what Ara will do with your complaint.

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 the –

- Policy and Complaint Lead https://www.ara.ac.nz/about-us/complaints/
- Student Advocate Student Advocacy and Support
- Class Representatives
- Student Wellbeing Advisor
- Tutor/Programme Manager
- Portofolio Managers

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.

Ara's student complaints procedures are summarised in *CPP117d Student Complaint Flowchart*. This needs to be read in conjunction with *CPP117c Ara Student Complaints Procedure*.

Please complete in full the following details

Date	
Your Full Name	
Email Address	
Phone Number	

Relationship to Ara

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

- ☐ Ara Student — Student ID
- ☐ Ara Student and Resident of Ōtautahi House
- ☐ Member of the public — Relationship to Ara

Awareness of Ara Processes, Permissions, and Preference

Please indicate by ticking any of the following boxes your awareness of the Ara processes, your permission(s) and, preferred process for complaint management

- ☐ I have read and understand *CPP117c Ara Student Complaints Procedure*
- ☐ I would like this complaint to remain anonymous
- ☐ I would like this complaint to be managed informally
- ☐ I would like this complaint to be managed formally
- ☐ I give you permission to discuss my complaint with the relevant named or un-named individuals indicated/linked to this complaint
- ☐ I require support to understand the *CPP117c Ara Student Complaints Procedure*

Support

Please indicate if you would like support or are actively engaged with Ara support services
Please indicate by ticking the box below

- ☐ I am actively engaged with Ara Support Services
- ☐ I would like to know more about Ara Support Services (please send me more information)
- ☐ I would not like to engage with Ara Support Services
- ☐ I would like this complaint to be managed formally
- ☐ Other *(please specify)*

Nature of Issue

What is the nature of your problem/complaint?

- ☐ Customer Service
- ☐ Academic Matter
- ☐ Campus Safety Concern
- ☐ Staff Complaint
- ☐ Bullying
- ☐ Harassment
- ☐ Discrimination
- ☐ Student Complaint
- ☐ Other *(please specify)*

Details of Issue

Please provide a detailed explanation of the problem or complaint (include as much information as possible – attach further details on another page if needed).

Outcome Sought

What outcome or resolution you seek as a result of the complaints process?

Contacts

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

Signed	
Date	

Send form to:
Policy and Complaints Lead
Ara Institute of Canterbury
complaints@ara.ac.nz

For Ara Ltd Use	
Date Received	
Contact Person	
Complaint Ref#	