

Notification of Problem or Complaint



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 Institute of Canterbury Ltd (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 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.

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.**

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 [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	<input type="text"/>
Your Full Name	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

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

<input type="checkbox"/> Ara Student	Student ID	<input type="text"/>
<input type="checkbox"/> Ara Student and Resident of Ōtautahi House		
<input type="checkbox"/> Member of the public	Relationship to Ara	<input type="text"/>

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

<input type="checkbox"/> I have read and understand CPP117c Ara Student Complaints Procedure
<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 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

<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 with Ara Support Services
<input type="checkbox"/> I would like this complaint to be managed formally
<input type="checkbox"/> Other (please specify) <input type="text"/>

Nature of Issue

What is the nature of your problem/complaint:

<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
<input type="checkbox"/> Other (please specify) <input type="text"/>

Details of Issue

*Detailed explanation of problem or complaint (please include as much information as possible – **attach further details on another page if needed**):*

Outcome Sought

Contacts

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

Signed	<input type="text"/>
Date	<input type="text"/>

To sign this form, please print it, sign it, and scan it in to email it to complaints@ara.ac.nz

Send form to:

Complaints Coordinator
Ara Institute of Canterbury Ltd
City Campus: Madras Street
PO Box 540
Christchurch 8140
(Phone: 03 940 6084)
complaints@ara.ac.nz

For Ara Ltd Use	
Date Received	
Contact Person	
Complaint Ref#	