## STUDENT COMPLAINT PROCESS

In case of immediate danger or threat to safety call the police on 111 and then Philip Doyle on (09) 361 1053

For advice on what steps to take contact: International students: Fr Brendan Daly b.daly@ctc.ac.nz - 021 721 820 Domestic students: Dr John Evangelista j.evangelista@ctc.ac.nz - 027 202 8280 If self-resolution is not If self-resolution feels Student with OUTCOME / RESOLUTION (within 2 weeks) safe and you are able to complaint about staff use it, write or tell the Informal **Facilitate meeting** member Mediation For Academic matters and **Both the** Unsubstantiated for non-Academic complainant complaint **Initial fact Contact Te Kupenga's** Student with misconduct report to and alleged Doesn't meet appointed Privacy Officer: finding and privacy Director / Dean (John perpetrator threshold of policy complaint will be Evangelista). For sexual informed of harassment or abuse report Investigation the outcome to Rocio Figuera. Formal following relevant of the If self-resolution feels student or staff investigation If self-resolution is not **Contacts:** disciplinary policies Student with safe and you are able to and procedures complaint Dr John Evangelista about student 027 202 8280 Fr Brendan Dalv TK - Safeguarding Policy and agreement 021 721 820 TK Privacy Policy CTC Privacy Statement Philip Dovle **TK – Student Behaviour and Personal Conduct** Pastoral care -021 248 4280 **Policy and Procedures International Students:** You may contact Student with Dr Rocio Figueroa TK - Student Academic Integrity Policy and Fr Brendan Daly complaint about r.figueroa@ctc.ac.nz **Procedures** Pastoral care – Domestic external or **TK – Student Academic Complaints, Grievances** Students: Dr John unknown source and Appeals Policy and Procedures **Evangelista** 

If you are not satisfied with the College's response you can contact <u>University of Notre Dame Australia</u> (UNDA) at student.grievance@nd.edu.au or Study Complaints | Ngā Amuamu Tauira https://www.studycomplaints.org.nz