



**Christchurch
City
College**

Christchurch City College Limited (CCC)

Complaints Process

Students have the right to raise concerns and expect them to be addressed. An effective complaints process offers several benefits:

1. Enables quick resolution of issues.
2. Encourages informed decision-making.
3. Builds positive relationships between students and staff.
4. Ensures quality service through effective complaint management.

Informal Processes:

- A student may place concerns, comments or suggestions for review in the Suggestion Boxes in the student common areas of Levels 2 and Level 3.
- A student may wish to discuss an issue of concern with Student Services, Administration, a tutor, or the Student Voice representative.

If a resolution of the concern is not reached through informal processes, a student may begin the formal process as described below.

Formal Process for the Complaints Procedure - All Students

Initial Discussion:

If you have a concern about your experience at CCC, first discuss it with your Tutor, Programme Leader, or Student Support Services. Concerns may also be raised in the Student Voice forum, using suggestion boxes, discussions with Student Support Services and or Tutors/Programme Leaders, via the Student Surveys. The concern or complaint may be then referred to the Operations Manager (for general and operational matters), or to the Academic Quality Manager (for academic matters) where Student Services or Programme Leaders consider appropriate.

For a concern to proceed as a complaint, the complaint cannot not be made anonymously. If you wish to make a complaint, complaints should be made within 90 days of the incident or issue occurring.

Support for International Students:

International students who have concerns about their treatment by CCC or their agents, should contact the CCC Student Support Services Team.

Escalation to Management and Contacting the CEO:



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Should an issue remain unresolved after another 10 working days; you may escalate the complaint in writing to the Chief Executive Officer (CEO) of CCC. At this stage, address your complaint to: Attn: Jeffrey Ling, CEO, Christchurch City College, [282 Durham Street North, Christchurch 8013]. Phone: [+64 03 3660797]. The CEO will aim to resolve the complaint within 30 working days. You can obtain a copy of the CCC complaint form from the Administration Team or from Student Support Services.

If Your Complaint Remains Unresolved:

If you are not satisfied by the outcome of our complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority's website provides useful information about the avenues available to you. You may also be able to take your complaint to Study Complaints – a dispute resolution provider specialising in supporting domestic tertiary and international students in resolving disputes with their provider. This is a free service for students.

Filing a Formal Complaint

1. Download the complaint form from the NZQA website. [Make a complaint: NZQA](#)
2. Submit your completed form along with supporting documentation to the relevant authority.

Privacy and Personal Information Handling

Any personal information collected during the complaints process will be used exclusively for addressing your complaint. Access to this information will be limited to authorized staff members only. You have the right to request access to your personal information and to ask for corrections if needed. Such requests should be directed to CCC's Privacy Officer (details available upon request).

General information about the Privacy Act 2020 can be found on the Privacy Commissioner's website at www.privacy.org.nz.