



COMPLAINTS PROCEDURE

We are committed to providing a quality, effective service to students. If you believe the service you have received has not been acceptable, you are able to do something about it and we would encourage you to do so.

We welcome comments or suggestions on any aspect of our service. If you want to bring something to our attention please do. You can do this by contacting us directly or completing our online feedback form.

Email: disability@vuw.ac.nz

Phone: 04 463 6070

If you have a complaint you should first approach the person who provided the service. If for some reason you cannot talk to that person, or if the matter was not resolved to your satisfaction, you may put your complaint in writing to the Manager, Rachel Anderson-Smith, or make an appointment to see her.

Rachel Anderson-Smith (Manager, Disability Services)

Email: rachel.anderson-smith@vuw.ac.nz

If the person who provided the service is also the Manager, or if the situation is still not resolved, you may make an appointment with Ruth Moorhouse, Director of Student Services, or write to her if you prefer.

Ruth Moorhouse (Director, Student Services)

Email: ruth.moorhouse@vuw.ac.nz

Your complaint will be investigated respectfully. You will receive formal acknowledgement of your complaint and provided with a time-frame within which the situation will be reviewed.

At any stage in the process you are welcome to seek the advice and support of the:

The Facilitator & Disputes Advisor

Email: disputes@vuw.ac.nz

Phone: 04 463 5023

VUWSA Welfare Advocacy Organiser

Email: wao@vuwsa.org.nz

Phone: 04 463 6984

Health and Disability Consumers Advocacy Service

Email: advocacy@hdc.org.nz

Phone: 04 389 2502

If the matter is a formal complaint under the Policy on Meeting the Needs of Students with Impairments, please refer to the appeal provisions provided in 4.7 of the Policy.

When your complaint concerns an Academic Grievance, please refer to the process outlined in the Statute on Academic Grievance or contact the Academic Policy Manager on 04 463 5191.