

# External Review Procedure

<b>Head Policy</b>	<a href="#">Student Complaints Policy</a>
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<b>Related documents</b>	<a href="#">Resolving a Complaint Informally</a> <a href="#">Formal Complaint Procedure</a> <a href="#">Internal Appeal Procedure</a> <a href="#">Privacy Policy</a> <a href="#">Student Charter</a>

## 1. Introduction

The Media Design School (MDS) encourages students and staff to create a positive communication process that both benefits MDS and the classroom. MDS wishes to foster an environment of continuous improvement and expects both staff and students to raise concerns early to allow preventative measures to be put into effect.

This document should be read in conjunction with the MDS 'Student Complaints Policy' for full policy context and definitions.

## 2. Scope

These procedures apply to students who wish to lodge an external review.

## 3. Purpose

The purpose of this process is to provide information on lodging external reviews.

## 4. Media Design School's approach to complaint management

- 4.1. Informal discussion
- 4.2. Formal complaint
- 4.3. Internal appeal
- 4.4. External review

## 5. Lodging an external review

- All students are strongly encouraged to complete all internal steps to resolve their complaint before making external complaints. However, at any point, the student may decide to refer the matter to an external agency. It should be noted that there are external agencies that require students to have accessed the internal complaints and appeals prior to lodging complaints with their agency (e.g. [iStudent Complaints](#), [New Zealand Qualifications Authority](#)). If MDS receives notification that a complaint under consideration internally is the subject of formal external enquiry or legal action, in accordance with the *Student Complaints Policy*, the internal resolution process will be suspended until the external action is completed. However, in cases of formal complaints involving sexual harassment and sexual assault, making a police report will not stop MDS from acting on the formal complaint, or issuing an outcome to that complaint ([Sexual Harassment and Sexual Assault Prevention Policy](#)).
- If a student believes that the outcome of their internal appeal is unfair or incorrect, they may lodge an external review or complaint.
- All students are encouraged to continue their studies during this process unless advised otherwise.

## 6. Contact details of external agencies

For information on an external agency's complaints and review processes, it is recommended that students contact the agency or visit their website. Some of external agencies students can consult and lodge complaints with include, but are not limited, to the following:

Subject of complaint	External agency
Failure of MDS to follow the Code of Practice	<a href="#">New Zealand Qualifications Authority</a>
Contractual and financial dispute between an international student and MDS	<a href="#">iStudent Complaints</a>
Course-related costs or travel allowances for a TEC-funded programme	<a href="#">Tertiary Education Commission</a>
Discrimination	<a href="#">Human Rights Commission</a>
How MDS stores information about an MDS student	<a href="#">Privacy Commissioner</a>

## 7. Record keeping and confidentiality

Records of all complaints handled under this procedure and their outcomes will be recorded in the Student Records Management System and will be maintained for at least five years. This is to allow all parties to the complaint or review appropriate access to these records, upon written request to the Vice President, Governance, Strategy and Student Administration.

All records relating to external complaints will be treated as confidential and will be covered by the *Privacy Policy*.