

## DISABILITY SERVICES COMPLAINTS PROCEDURE

We are committed to providing a quality, effective service to students and welcome comments or suggestions on any aspect of our service.

You can do this by contacting us by email: [disability@vuw.ac.nz](mailto:disability@vuw.ac.nz) or phone: 04 463 6070.

If you believe the service you have received has not been acceptable, we encourage you to follow this procedure so together we can do something about it.

If you have a complaint about the service received from Disability Services, you can:

- Discuss the matter with the Disability Services staff member who provided you with the service or arranged it for you. Tell them specifically what isn't working for you and what you would like done about it.
- If you are not able to discuss the issue with that person, or if the matter was not resolved to your satisfaction, you may email Brett Challacombe-King (Accessibility and Inclusion Lead, Disability Services) or make an appointment to see him.  
Brett Challacombe-King's email: [brett.challacombe-king@vuw.ac.nz](mailto:brett.challacombe-king@vuw.ac.nz)
- If the person who provided the service is also the Accessibility and Inclusion Lead, or if the situation is still not resolved, you may email Rachel Anderson-Smith (Associate Director, Student Equity and Wellbeing Portfolio) or make an appointment to see her.

Rachel Anderson-Smith email: [rachel.anderson-smith@vuw.ac.nz](mailto:rachel.anderson-smith@vuw.ac.nz)

Whoever explores your complaint will do so respectfully. You will receive acknowledgement of your complaint and be provided with a timeframe within which you will receive a response.

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

- Tauria—Student Interest and Conflict Resolution  
Email: [studentinterest@vuw.ac.nz](mailto:studentinterest@vuw.ac.nz)  
Phone: 04 463 5023
- VUWSA Student Advocate  
Email: [advocate@vuwsa.org.nz](mailto:advocate@vuwsa.org.nz)
- Health and Disability Consumers Advocacy Service  
Email: [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)  
Phone: 04 389 2502

If the matter is a complaint under the policy on Meeting the Needs of Students with Impairments, please refer to the concerns, complaints, and appeals section of the Policy.

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