

Incident and complaint register 2023

When discussing complaints, the following definition is used: A complaint can be described as a student raising a concern or expressing dissatisfaction with any aspect of the College

When discussing critical incidents, the following definition is used: A critical incident involving a learner or an unplanned or unforeseen traumatic event affecting a learner or learners impacting on the institution the learner attends; its staff, its learners and/or the wider community occurs (The Education (Pastoral Care of Tertiary and International Learners) Code of Practice, 2021; Emergencies and traumatic incidents, Ministry of Education, Adapted materials, 2021). Or when a current student passes away.

Nature of Complaint	Number of Complaints	Status	Outcome
Student/Administration Staff Student felt there could be improvement in the communication from the administration staff member.	4 – Domestic Students	Closed	Resolved
External Stakeholder/Staff External stakeholder felt there could be improvement in the communication from the academic staff member.	1 – External Stakeholder	Closed	Resolved
Student/Processes Student felt the processes could be improved.	3 – Domestic Students 1 – International Student	Closed	Resolved
Student/Academic Staff Student felt that there could be improvement in the communication from an academic staff member.	1 – Domestic Student	Closed	Resolved
Student/Teaching and Learning Material Student felt there could be some improvements in the teaching and learning material offered to support assessments.	1 – Domestic Student	Closed	Resolved
Student/Refund Students requesting refund out of refund period Refund on compassionate ground/supportive measure	3 – International Students	Closed	Resolved