

Complaints Report 2023 – for website publication

Background

From 1 January 2023 the Te Pūkenga Ākonga Concerns and Complaints Policy applied. A complaint is defined as ‘An expression of dissatisfaction where the ākonga seeks some form of redress or change in a situation; where the ākonga considers that there has been a direct and significant adverse impact on him/her, which requires a formal process of resolution.’

Upon receipt by the Complaints Administrator, complaints were logged in the central Complaints Register then referred to the relevant Head of School or Business Unit Manager to first acknowledge and then investigate the issue. Complaints about staff professional conduct were managed by People Culture and Wellbeing in consultation with the staff member’s manager.

Complaints were expected to be resolved within 20 working days of receipt with the student receiving a decision no more than 30 working days from the date the complaint was submitted.

Summary of Complaints data

After an increase in the number of complaints in 2022 (34), the number of complaints received in 2023 decreased to the same number received in 2021 (18). There were fewer complaints in every category in 2023 compared to 2022 except Student Support which increased by one to two complaints; this was one less than in 2021 for the same category.

Four ākonga Māori, two ākonga Pasifika and one ākonga with a disability laid complaints in 2023.

All 2023 complaints laid were resolved by 31 December 2023.

2023 Complaints data

Table 1 below compare the number of complaints in each primary category over the last three years. In 2023 the number of complaints reverted to the same number as in 2021. Privacy was a new category introduced in 2022 because of the Privacy Act 2020. There were no complaints about privacy in 2023, after seven in 2022.

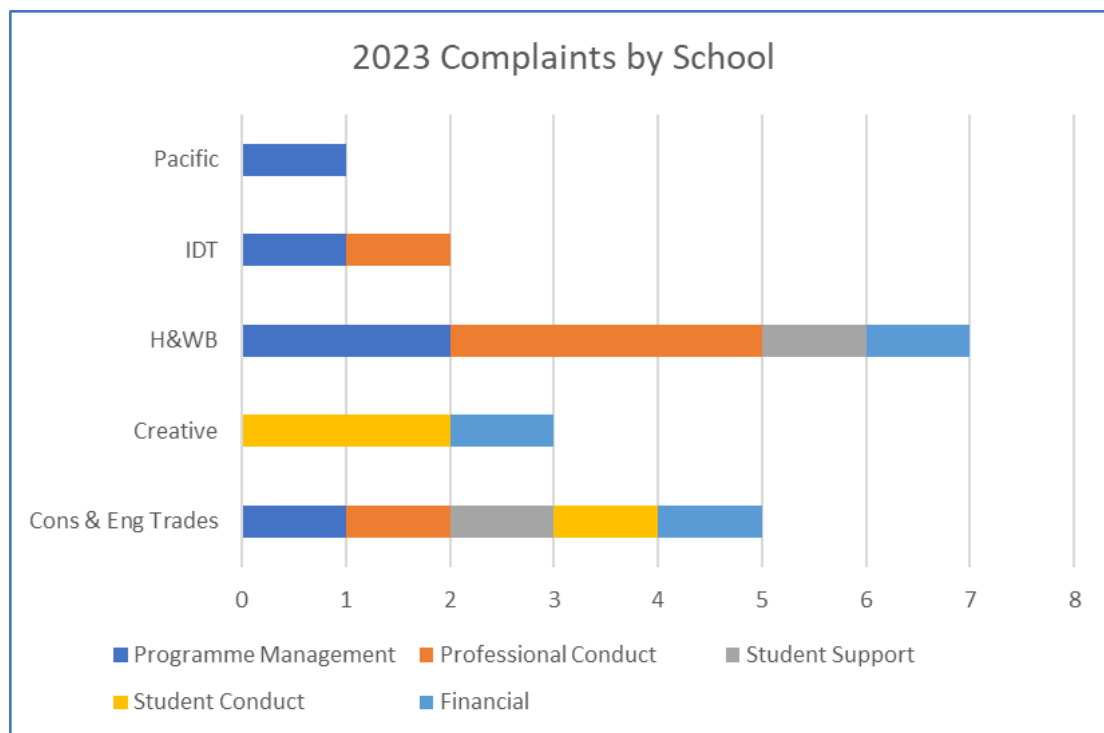
Programme Management complaints decreased from seven in 2021 and 11 in 2022 to five in 2023. The number of complaints about Professional Conduct has decreased since 2022 (7) to the same number as 2021 (5).

Table 1: Complaints by category 2021-2023

	2021	2022	2023
Programme Management	7	11	5
Professional Conduct	5	7	5
Student Support	3	1	2
Privacy		7	
Student Conduct	3	5	3
Financial		3	3
Total	18	34	18

Complaints by School

Complaints by category, by School are shown in Chart 1 below.

Chart 1**Complaints by Priority Group**

There were three complaints from ākonga Māori. A principle of Te Pūkenga Concerns and Complaints Policy is that ākonga are entitled to culturally appropriate processes and responses that consider traditional processes for raising and resolving issues. Ākonga Māori were offered support from Te Wananga Māori or Tamaiti Whangai.

Two ākonga Pasifika laid a complaint in 2023. There was one complaint from an ākonga with a disability.

International Students

There were no complaints from international students in 2023, compared with two each in 2021 and 2022.

Appeals

There were three complaints from 2023 that went to the Appeals Committee.

Complaints Resolution

All 2023 complaints were resolved before 31 December 2023.