

## **Complaints Report 2022 – for website publication**

### **Background**

Under *A5-P3 Student Concerns and Complaints Procedures*, students had the right to express a concern or to submit a formal complaint. A concern was defined as a matter resolved by direct or informal contact with the person(s) involved. A complaint was when a complainant considers that a formal resolution process is required to resolve the matter.

Upon receipt, 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 Services in consultation with the staff member's manager.

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

From 1 January 2023 Te Pūkenga Student Concerns and Complaints Policy applies.

### **Summary of Complaints data**

After a sharp decline in 2021, the number of complaints received (34) in 2022 was again very similar to the number received in 2020 (31). There was an increase in complaints about Programme Management; this was the category with the most complaints (11). Privacy was a new category introduced because of the Privacy Act 2020. Complaints about Student Conduct increased from the previous two years to five in 2022.

Fewer than five ākonga Māori laid complaints. No complaints were from Pasifika and there were 13 complaints received from ākonga with a disability. The number of international student complainants decreased from six (in 2020) to two in 2021 and remained at two in 2022.

### **2022 Student Complaints data**

Table 1 below compare the number of complaints in each primary category over the last three years. The number of complaints increased sharply since 2021 but has changed little since 2020. The number of complaints in each category has changed with complaints about Programme Management, and Student Conduct showing an upward trend while complaints about Professional Conduct, Student Support, and Financial matters have shown downward trends.

Seven Privacy complaints do not represent an increase but a new category that has been introduced in response to the Privacy Act 2020, and to satisfy the requirement of Section 8, 2b) of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 for the collection of data about complaints regarding privacy. The Privacy Commissioner was informed in three cases. There have been no complaints about infrastructure since 2020.

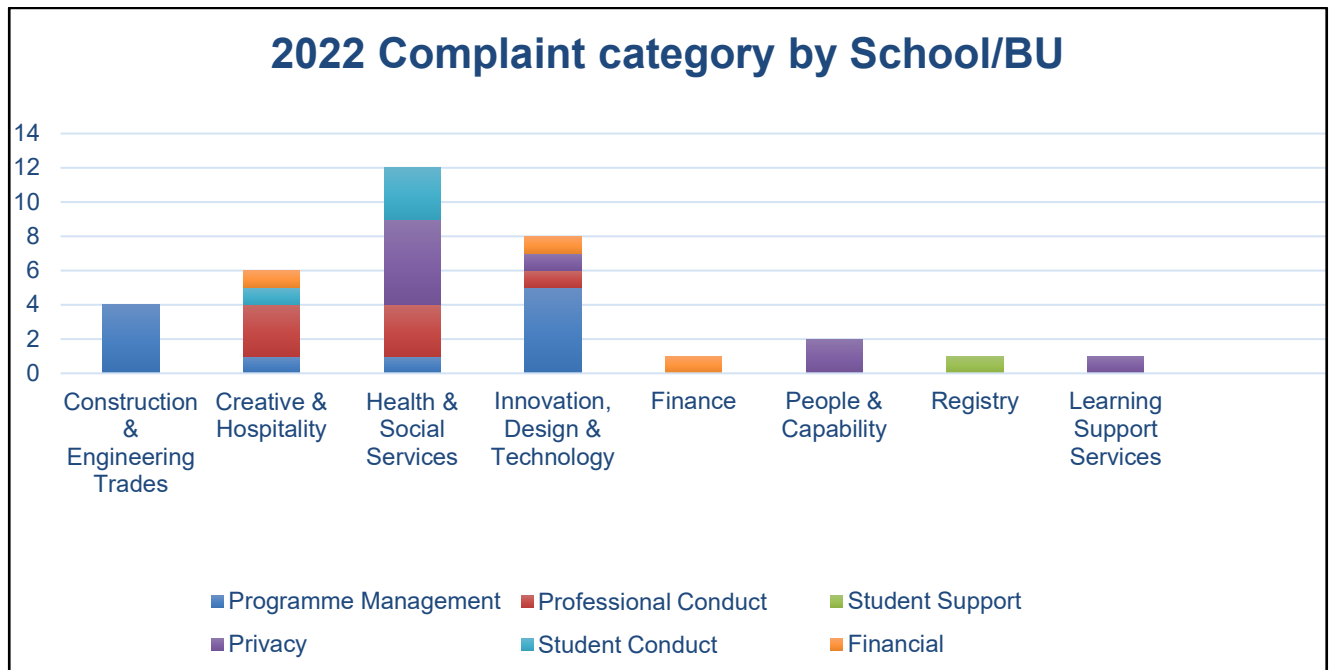
Table 1

<b>Student Complaints 2020-2022</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Programme Management	8	7	11
Professional Conduct	10	5	7
Student Support	2	3	1
Privacy			7
Student Conduct	3	3	5
Financial	5		3
Infrastructure	3		
<b>Total</b>	<b>31</b>	<b>18</b>	<b>34</b>

### Complaints by School/Business Unit

The category of complaints by School or Business Unit are shown in Table 2 below.

Table 2



No complaints went on to Appeals in 2022.

### Complaints by Priority Group

Fewer than five ākonga Māori laid complaints. No Pasifika ākonga laid a complaint in 2022. There were 13 complaints from ākonga with a disability.