

Ākonga complaints report 2024

Background

At Whitireia and WelTec ('W&W'), the *A5-P3 Student Complaints Procedure* continued to apply during 2024, having earlier been revised to be consistent with the Te Pūkenga Ākonga Concerns and Complaints Policy, which defines complaint 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.'

Ākonga or members of the public are able to submit their submission as a complaint, a concern, or feedback. The total number of submissions that were not complaints or not treated as complaints (i.e. submitted as feedback or concerns) in 2024 was 19. The feedback category tends to be used for questions, such as "how do I find out about bakery courses?".

Complaints data 2024

17 complaints were submitted, one of which was withdrawn and all but one of which was resolved by 31 December 2024. One complaint submitted on 27 December, during the institutional close-down, was dealt with in January 2025. As seen in Table 1, the number of complaints is similar to 2021 and 2023, with 2022 now appearing as an outlier. Complaints are categorized by the broad category into which they fall.

Table 1: Complaints by category 2021–2024

	2021	2022	2023	2024
Programme Management	7	11	5	5
Professional Conduct	5	7	5	4
Student Support	3	1	2	
Privacy		7		
Student Conduct	3	5	3	7
Financial		3	3	
Infrastructure				1
Total	18	34	18	17

As part of the administrative process, complaints are categorized by administrative unit and by issue type. Other data is also recorded, such as the ethnicity of the complainant; whether the complaint was from a group or individual; whether a family member made a complaint on behalf of their ākonga; and whether the student was domestic or international. Due to the low number of complaints, it is not recommended to make assumptions about any of the data points; nevertheless, the data is provided below as it has been in previous years, as is data from previous years, where available.

Table 2: Complaints by administrative unit 2023–2024

	2023	2024
School of Pacific Health and Social Practice	1	4
School of Innovation, Design and Technology	2	
School of Health and Wellbeing	7	5
School of Creative and Hospitality	3	5
School of Construction and Engineering	5	
Te Wānanga Māori		3
Total	18	17

In addition to the broad categories noted above, complaints are also recorded in terms of the type of issue they raise.

Table 3: Complaints by issue type 2023–2024

Issue type	2023	2024
Enrolment	2	3
Assessment / marking	4	
Harassment		2
Programme delivery	4	2
Academic dishonesty	1	
Environment	2	1
Student support	1	
Student interactions	2	5
Tutor interactions		4
Fees	2	
Total	18	17

Group complaints: There were nil group complaints in 2024, compared with 2 in 2023, 4 in 2022 and 1 in 2021.

Complainants' ethnicity: 3 complainants were Māori; 2 complainants were Pacific; and 10 complainants were Pākehā, which included 4 persons who identified themselves as foreigners, albeit domestic students. Two complaints were by family members on behalf of ākonga – the ethnicity is not known.

International/Domestic: As in 2023, there were no complaints in 2024 by international students, compared with 2 each in 2021 and 2022.

Disability: 5 of the complainants were recorded in the student management systems as having a disability of some kind, which included ADHD (2), mental health, ongoing chronic pain and hearing impairment. Declaring a disability necessarily does not necessarily have anything to do with the complaint, although some complainants mention issues such as ADHD.