

Complaint & Critical Incident Register 2024

Definitions

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| Complaint | Notification received in writing of a situation where the complainant considers that they have been directly or significantly adversely impacted; requires a formal process of resolution. |
| Critical incident | 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). |

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| Number of Complaints | THREE |
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| Complaint # | Date of Complaint | Description of Complaint | Complaint Resolution Outcomes |
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| 1 | 8/08/2024 | A student submitted a complaint against a teacher stating unfair disciplinary measures for arriving late for class, and a constant reminder that students needed to step up if they wanted to succeed in the course. | The complainant was adamant that she wanted to discontinue her studies at Kiwi College. It was resolved that the student was not entitled to a refund for the remainder of the course, but was fully refunded for the 2025 tuition fees. |
| 2 | 12/09/2024 | A student alleged that their teacher used sensitive gender expression in class, which was perceived as disrespectful and inappropriate to students and the student refused to participate in any further class tasks and activities. | A verbal apology was acceptable to the complainant and at a scheduled meeting the respondent apologised to the complainant in the presence of the Academic Director. The respondent received a formal verbal warning which was recorded on file. The case was closed on 19 September 2024. |
| 3 | 18/09/2024 | A student alleged that lessons were not properly prepared, topics covered incoherently, homework tasks not marked regularly and no feedback received by students on their homework. | The following complaints resolution decisions were taken: <i>Pertaining to the complainant</i> <ul style="list-style-type: none"> • Student to use only English-Chinese bilingual dictionary in class. • Use of laptop or mobile phone for personal use during class time is not permitted, and continuous use of either laptop or mobile phone will result in a written warning. |

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| | | | <ul style="list-style-type: none"> • Actively participate in class activities, engage in learning and do assigned homework tasks. <p>The complainant accepted the decisions.</p> <p><i>Pertaining to the respondent</i></p> <ul style="list-style-type: none"> • Academic Director to monitor respondent's weekly lesson planning; homework marking and providing students with feedback; and carrying out scheduled and unplanned class observations. <p>The respondent accepted the decisions of the investigative panel.</p> <p>Complaint case was closed on 23 September 2024.</p> |
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| Number of Critical Incidents | NONE |
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