



Complaint & Critical Incident Register 2025

Definitions

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). Or when a current student passes away.

Type of Complaint/Incident	State	Outcome	2025
Homestay	closed	<p>Date: 14 Jan 2025</p> <p>Parties Involved: A homestay and a male student.</p> <p>Summary: The homestay lodged a formal complaint regarding this student's behaviour in the homestay environment (refer to the formal complaint email on file).</p> <p>Investigated by: The Managing Director and the Admin Team</p> <p>Outcome: A meeting was held with both the homestay and the student. It was agreed that the student would vacate the homestay on 14 January 2025 as required. Matter resolved.</p>	1
Academic Conduct – Student	closed	<p>Date: 26 Sep 2025</p> <p>Complainant: A female NZCEL Level 3 Applied Cohort 3 student</p> <p>Subject of Complaint: One of her classmates</p> <p>Summary: This student submitted a formal complaint regarding the disruptive behaviour of her classmate. Concerns included discourtesy, poor hygiene practices (coughing/sneezing without covering), use of a mobile</p>	2

		<p>phone and taking photos without permission, dishonest submission of homework, and frequent interruptions in Chinese that adversely affected teaching and learning.</p> <p>Investigated by: The Academic Director</p> <p>Outcome: The complaint was investigated, and the student who was the subject of the complaint subsequently withdrew from the programme. Case closed.</p>	
Services and Facilities	N/A		0
Critical Incidents	N/A		0
Staff	N/A		0
			Total
			2