



TE KUNENGA | MASSEY
KI PŪREHUROA | UNIVERSITY
UNIVERSITY OF NEW ZEALAND

OFFICE OF STUDENT EXPERIENCE | NGĀ WHEAKO A NGĀ TAUIRA

Education (Pastoral Care of Tertiary and International Learners)
Code of Practice

COMPLAINTS AND CRITICAL INCIDENTS SUMMARY 2023

Student complaints

The university supports both its staff and students to work together when a concern is raised and to resolve issues directly wherever possible. A complaints support process has been developed and is available on our [website](#). The process provides additional advice to students who wish to raise a concern as well as advice to staff on how to work with complainants to resolve concerns raised.

Should early resolution not be achieved, complaints are then shared with leaders within Colleges and Service lines. If a student continues to be dissatisfied with the outcome of a concern they have raised, they are invited to make a complaint to the university Provost, Deputy Vice-Chancellor Students and Global Engagement or relevant Pro Vice-Chancellor.

Below are details of the escalated formal complaints received from students and investigated by the university in 2023. No complaints were referred to the Tertiary Education Dispute Resolution Service (TEDR) in 2023.

STUDENT COMPLAINTS 2023	Formal complaint	RESOLUTION TYPE			
		Mediated/ withdrawn by complainant	Upheld	Not upheld	Ongoing
Academic – a complaint about an academic experience or an academic outcome	11	1	5	5	—
Behaviour – a complaint about the behaviour of either a staff member or a student	4	2	1	1	—
Service – a complaint about the service that a student has received from us	4	1	2	1	—

Student critical incidents

Massey recognises the provision of appropriate support and education will help mitigate the trauma and enable people to resume ‘normal’ life following a critical incident. This is best be achieved by a timely and appropriate incident response system. To ensure that our management of critical incidents is in line with both requirements of the Health & Safety at Work Act (2015) and The Code our current practices were reviewed in 2023.

The review found that our responses to critical incidents are appropriate and that we have the necessary data to report on critical incidents as per The Code but opportunities for improvement have been identified, particularly regarding our data collection and management.

Currently key stakeholders across Governance and Assurance, University Services, Health and Safety, and Student Experience are working together to develop an improved approach to recording critical incidents. This includes the review and refinement of definitions, the development of naming conventions, and escalation protocols.

CRITICAL INCIDENTS 2023	
Violence or serious threats of violence, including sexual assaults of students on campus.	2
All student deaths on campus.	0
All off-campus deaths of students who had been assessed by the university as being a ‘learner at risk.’	0
Off-campus deaths of students who had not been recognized as a ‘learner at risk’ but resulted in postvention support to the student community.	1
All events or matters where a student has experienced serious physical or mental harm and either planning/management/mitigation of the event/matter was inadequate or a plan was not followed, or an external review/investigation was carried out.	0



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