



AUT

STUDENT COMPLAINTS & CRITICAL INCIDENTS

2024 ANNUAL REPORT

Introduction

The Education (Pastoral Care of Tertiary and Learners) Code of Practice 2021 requires that all signatories to the Code prepare and publish annual reports on complaints and critical incidents involving students | tauira.

Critical incidents – January to December 2024

Definition

At the Auckland University of Technology | Te Wānanga Aronui o Tāmaki Makau Rau (AUT), Student Critical Incidents are classified as at Level 4 or acute, and defined as:

An unplanned or unforeseen traumatic event affecting a domestic or international student that impacts AUT, its staff, its student body and potentially the wider community. Such incidents may occur on-campus, including within AUT student accommodation, or off campus. The impact of a current or recent critical incident involving an AUT learner may affect any member of the University.

Table 1 is a summary of Student Critical Incidents reported at AUT in 2024.

Process

When a Student Critical Incident is raised, the Group Director Student Services and Administration is the nominated Response Manager and works with the Case Manager to manage the incident to resolution in accordance with Student Critical Incident Management Practices. Critical Incidents are reported to designated key University stakeholders at the time of the incident.

The management of Student Critical Incidents to resolution is a whole-of-organisation process. Timely resolution of incidents is made possible through the collaboration of teams from Student Services and Administration, AUT Security, Student Accommodation, Departments, Schools, and Faculties.

Critical incidents are recorded and securely stored in the University's Microsoft Dynamics 365 CRM. The privacy of the student is maintained throughout the process, with a focus on student's wellbeing and safety and the timely resolution of the incident.



Table 1 - Summary of AUT

Critical incidents	2024 total reports
Death of a student or taurira on campus	0
Off-campus deaths of students who had been assessed by the University as being a 'learner at risk	2
Serious risk or threat to self or others, on and off campus, including domestic violence, terrorism, mental health episode (that is notified to AUT)	34
Physical or sexual assault – on campus	3

Learner's profile: critical incidents	2024 total reports
Domestic learners	26
International learners	13
On-campus	6
Off-campus	33

¹ Learner at risk: (NZQA definitions) means that a tertiary provider has reasonable ground to believe that there is a serious issues relating to the learner's health, safety or wellbeing, including for example the learner is unable to (1) adequately protect themselves against serious harm; or (2) adequately safeguard for personal welfare.

Complaints January to December 2024

Definition

The complaints reported in Table 2 are formal complaints, that is those submitted in writing to the Head Student Grievance in accordance with the University’s complaints procedures.

A formal complaint may be submitted directly by the person concerned, or by AUTSA on behalf of the student.

Table 2 – Summary of complaints received in 2024

Category of complaint	Investigated	Resolved/ partly resolved/ withdrawn	Upheld	Not upheld	Ongoing	Total*
COVID related	Yes	–	–	1	–	1
Quality of service	Yes	3	–	6	3	12
Quality of decision	Yes	3	–	6	3	12
Quality of information	Yes	3	–	6	3	12
Supervision/course	Yes	2	–	5	2	9
Facilities/access	–	–	–	–	–	–
Total		11	–	24	11	46

Characteristics of complainants	
Undergraduate	8
Postgraduate	4
	Total: 12
Female	8
Male	4
	Total: 12
Other	0
Disability	2
No known disability	9

*Complaints from individual students are often multi-faceted and may be reported under more than one category.

In late 2024 Study Complaints | Ngā amuamu tauira referred two complaints from tauira to the University and these complaints are currently under investigation.

