

## Complaints and Critical Incidents Register 2025

(Reporting period: 1<sup>st</sup> October 2024 – 30<sup>th</sup> September 2025)

### Complaints

When discussing complaints, the following definition is used: A complaint is a formal expression of dissatisfaction about the actions, behaviour, or decisions of the institution, its staff, or policies. It may relate to academic matters, service delivery, or interpersonal issues, and triggers a documented investigation and response process.

Nature of Complaint	International or Domestic	Status	Outcome
<b>Student/Refund</b> Student requesting refund outside of refund period	1 International student	In Progress	In Progress
<b>Student/Refund</b> Student requested refund of costs incurred from withdrawal of studies	1 International student	Closed	Resolved
<b>Student/Academic Staff</b> Student felt markers comments could be improved	3 Domestic students 1 International student	Closed	Resolved
<b>Student/Assessment</b> Student wanted assessment criteria to be clearer	1 International student	Closed	Resolved
<b>Student/System</b> Student had technical issues	1 International student	Closed	Resolved
<b>Student/Student</b> Student raised issues about another student's conduct	1 Domestic student	Closed	Resolved
<b>Student/Process</b> Student felt process could be improved	2 Domestic students 2 International students	Closed	Resolved

<b>Centre/Student</b>				
Centre raised concerns about a student's conduct	1 Centre (involving 1 International student)		Closed	Resolved
<b>Student/Placement</b>				
Student wanted location of placement to be changed	1 Domestic student		Closed	Resolved
<b>Student/Fees</b>				
Student wanted discounted fees confirmed for future studies	1 Domestic student		In Progress	In Progress
<b>Student/Staff</b>				
Student felt they did not get enough support during studies	1 Domestic student		In Progress	In Progress
<b>Total number of complaints</b>	<b>17</b>			

### **Complaints analysis and summary**

The number of complaints has increased slightly compared to the previous reporting year. This may be attributed to efforts to improve the visibility and accessibility of the complaints process. Enhancements include clearer distinctions between concerns, feedback, and formal complaints, as well as greater promotion of the complaints process to learners. Complaints specifically related to college processes have decreased, from eight to four, which may reflect the positive impact of improvements made to IT systems and administrative procedures during 2024. Insights from last year's data informed several updates to policies and procedures, including, academic support and feedback, student support communication, and the complaints process itself. Domestic students have made slightly more complaints than international students. As part of the complaints process review, this lower representation will be looked into and ways to ensure cultural barriers (if any) for making complaints are mitigated. While informal feedback on learners' experiences with the complaints process has been collected and documented, the college has made plans moving forward to formally incorporate the gathering and recording of this feedback.

### **Critical Incidents**

When discussing critical incidents, the following definition is used: A critical incident is a traumatic or life-altering event that causes significant emotional or psychological distress and may disrupt a learner's ability to function. It includes serious injury, sudden illness, death, natural disasters, or acts of violence. A critical incident requires immediate, coordinated institutional response and support. This applies whether the incident occurs on or off campus, including in non-institutional settings, if: the learner's wellbeing or safety is at risk, the event is brought to the institution's attention, and it may affect the learner's engagement, safety, or academic progress.

Nature of Critical Incident	International or Domestic	Status	Outcome
There were no critical incidents during this period	N/A	N/A	N/A

### **Critical Incidents summary**

While there were no critical incidents during this reporting period, continual review of the processes associated with critical incidents is undertaken to ensure a robust and responsive system is in place if a critical incident were to occur.