



THE UNIVERSITY OF
WAIKATO
Te Whare Wānanga o Waikato

2024 University of Waikato Student Complaints Report

2024 University of Waikato

Student Complaints Report

This report details University of Waikato student complaints for 2024, as required under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 [Code]. In accord with the Code requirements, this report will be made publicly available via the University website.

Complaints Process

In 2021, the University implemented the [MyComplaints Portal](#) within the student management system - MyWaikato. The portal allows students to lodge complaints online and is the central method for students to submit formal complaints against staff, other students, and/or the University generally

The MyComplaints portal encourages students to consider several options prior to making a formal online complaint – with the aim of investigating if the matter can be resolved at a local level prior to being formalised (dependent upon the seriousness of the complaint). In the first instance, students are encouraged to consider approaching the person directly and discussing the issue with them in a respectful and kind manner. If the first option is not suitable or successful, and the matter is of an academic/paper nature, then students are encouraged to contact their academic class representative. If the second option is not suitable or successful, then students are encouraged to contact their Head of School or Division Director to discuss the complaint. If the previous steps to resolve the complaint have been unsuccessful or are not suitable, then students are advised to submit an online formal complaint through the MyComplaints portal. It is important to note that the complaints webpage is explicit in stating that matters such as harassment and bullying behaviour etc, “may need to be addressed in a more formal manner in the first instance”.

All complaints received through the MyComplaints system are triaged and tracked by designated staff based in the Academic Office. Complaints can be assigned to a single delegated authority for decision making in accordance with the relevant regulations ([Student Discipline Regulation](#) and [Student Complaints Procedures](#)). Students can request that a complaint is considered through a specific Tikanga Māori process. The spirit of tikanga is to seek resolutions to complaints in a way that encourages a facilitated open exchange of views to achieve a resolution that is agreed by all the parties involved.

Complaints Reporting Protocol

For the purposes of this report a complaint is defined as - a formal student complaint that has been lodged through the University's online MyComplaints portal.

The student complaints detailed below are divided into two groupings, as the online portal separates the complaints into the following categories: General Complaints and Student Misconduct Complaints.

General Complaints

Table 1 shows that the University received a total of 71 general complaints from students including 43 academic-related complaints, 5 facilities complaints and 23 staff complaints.

Of the 71 complaints: 2 were withdrawn and the remaining 69 complaints investigated, of which 61 were resolved and 8 were ongoing at the end of the academic year (three of the ongoing complaints were received in late November or December).

General Complaint Type	No.	Incorrect complaint or withdrawn	Investigated	Resolved	Ongoing
Academic - course	7	1	6	5	1
Academic - enrolment	4	1	3	2	1
Academic - processes	32	0	32	32	0
Facilities	5	0	5	3	2
Staff	23	0	23	19	4
Total	71	2	69	61	8

Table 1 General Complaints

Student Misconduct Complaints

The University received 15 complaints of alleged misconduct from students about other students (Table 2). The complaints were processed utilising the University's Student Discipline Committee process or the student complaints process.

Of the 15 complaints: 4 were withdrawn and the remaining 12 complaints investigated, of which all 12 were resolved.

Student Misconduct Complaint Type	No.	Incorrect complaint or withdrawn	Investigated	Resolved	Ongoing
Student behaviour	15	4	12	12	0
Total	15	4	12	12	0

Table 2 Student Misconduct Complaints

Dispute Resolution

The Code provides a mechanism for tertiary students who have exhausted their institution's complaints process, the opportunity to take their complaint to an external Ministry of Education appointed disputes resolution provider.

The Study Complaints - Ngā Amuamu Tauira organisation has been appointed by the Minister for Education as the provider of the tertiary education domestic disputes resolution scheme.

It is the University's understanding that in 2024, one University of Waikato student made a complaint to Study Complaints - Ngā Amuamu Tauira and that the student complaint was subsequently withdrawn.



THE UNIVERSITY OF
WAIKATO
Te Whare Wānanga o Waikato

**KO TE TANGATA
FOR THE PEOPLE**

