

BTI Self-Review Report on Complaints and Critical Incidents (2023)

COMPLAINTS

No formal complaints were received in 2023.

SG.08 Student Concerns and Complaints Policy revised in July 2023 provided clear definitions distinguishing between a concern and a complaint.

Concerns: Any dissatisfaction with BTI staff or the Institute, which may include feedback to BTI staff, day-to-day concerns, or the pointing out of inconsistencies or inaccuracies. It is expected that concerns can be resolved without a formal complaint submission and the associated processes.

Complaints: Any dissatisfaction with BTI staff or the Institute that is submitted as a formal complaint. It is expected that formal complaints will result in an investigation at Executive Leadership level.

The Executive Leadership recommended a staff-wide consultation on the policy, which took place in November 2023. Minor language adjustments were made for greater clarity and coherence. Additionally, the concerns and complaints flowchart was updated to clearly differentiate the processes for addressing concerns versus complaints. Copy of revised policy here: <https://bti.ac.nz/wp-content/uploads/SG.08-Student-Concerns-and-Complaints-30-January-2024.pdf>

A few minor concerns were raised in 2023. The Online Feedback Form developed and implemented in August 2023, has been a platform effectively utilised by students. Students have commented and appreciated the new online feedback form, noting that it was user-friendly and easy to navigate. Since its introduction until the end of 2023, BTI received eight submissions through the Online Feedback Form. All of them came from a single programme which is understandable as it is the programme with the largest student cohort.

Some of the feedback include minor accessibility issues on BTIonline and questions about the timing of the release of grades, transcripts, and course materials. Students also used this platform to give positive feedback which included appreciation for the educator's efforts in providing detailed feedback on assessments and appreciation for the weekly online Zoom meetings.

The Student Council is also another platform for raising issues or concerns. Two of the issues raised pertain to practicums with request for practicum information to be streamlined and cost of supervision to be clearly communicated. A Practicum Guide has since been developed and introduced in Aug 2023, which includes information about practicum and anticipated costs. This is made available on the BTI website. Other requests include the earlier release of wānanga dates, onsite timetables, and lists of streams, as well as earlier access to course shells. An issue raised was the heavy reading/summaries load for a particular course. This has been rectified. Another outcome of this was an onsite hui held during semester 2 wānanga, which provided students with a platform to ask questions or raise any issues.

Class reps who raised issues through the Student Council indicated in a survey that they were satisfied with the outcomes which were addressed in a timely and efficient manner.

Areas that we will continue to improve:

- enhancing communication with students
- ensuring that programme/ course information including academic calendar dates are released early (NB. the academic calendar dates for 2025 have already been released at the time of writing - Sept 2024, enabling students to make plans for the year ahead)
- enhancing the usability of BTIonline

Our internal assessment of the concerns and complaints process, along with the availability of various avenues for raising concerns at BTI, have proven to be effective as no formal complaints were submitted last year.

We remain dedicated to prioritising the student voice and addressing student concerns as promptly as possible.

CRITICAL INCIDENTS

There were no critical incidents reported in 2023.

Definition of critical incident - an unexpected significant event or situation that occurs within the academic or campus environment that has resulted in serious disruption to the functioning of BTI, illness, serious harm, or death (*Student Health and Safety Policy SG.31*).

NOTIFIABLE EVENT

A notifiable event means any of the following events that arise from work:

- (a) the death of a person; or
 - (b) a notifiable injury or illness; or
 - (c) a notifiable incident
- (pg. 3 of *BTI Health and Safety Manual*)

The BTI Health and Safety committee consisting of four staff members and a student rep meet regularly to discuss any health, safety and wellbeing related issues.

A review of our reporting procedures was conducted:

- All reporting must be channeled through either BTI reception or submitted via the online JotForm accessible on BTIonline or the BTI website.
- Following receipt, David Osman who chairs the Health & Safety Committee investigates and initiates an incident report based on severity of issue.
- In the event of a critical and notifiable incident, the Kaiarorangi Principal must be immediately notified.
- Tim McJorrow (CET H & S Officer) will also be notified. The Kaiarorangi Principal will subsequently notify the Chair of the Board, and appropriate actions will be taken.
- For non-serious incidents, reports summarizing these incidents are submitted to the Board on a monthly basis.
- Hazards or risks are documented in the Hazard and Risk Register, and also included in Board reports.

The reporting procedures have continued to be effective. In 2023, out of five minor incidents reported, three involved medical events where staff first aiders provided assistance until the ambulance arrived. The other two were minor accidents and did not require treatment.

An internal evaluation of our incident procedures has demonstrated their effectiveness as there were no critical incidents reported in 2023.

BTI will continue to:

- maintain current processes and protocols, and monitor risks
- ensure that staff and students are well-informed about appropriate actions to take during emergencies or incidents
- implement regular staff training and drills (fire, lockdown and earthquake drills) to enhance emergency preparedness
- ensure staff first aiders keep their certificates up to date by taking refresher courses
- conduct reviews and updates of our emergency response plans to align with evolving needs and best practices