BTI Self-Review Report on Complaints and Critical Incidents (for the 2025 academic year)

COMPLAINTS

No formal complaints were received in 2025.

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.

BTI's Concerns and Complaints Policy: https://bti.ac.nz/wp-content/uploads/SG.08-Student-Concerns-and-Complaints-Sept-2025.pdf

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This report summarises student feedback during the reporting period which was received through a range of formal and informal channels including online feedback forms and the Student Council.

Students use the online feedback form to provide both positive feedback and raise concerns. A total of eight submissions were received in 2025, including two positive feedback submissions. The low number of concerns raised suggests that existing communication, support, and resolution processes are generally meeting student needs.

Three submissions in early 2025 related to BTI's transition from Zoom to Microsoft Teams. These issues diminished as staff and students became familiar with the platform, supported further by the introduction of Microsoft email accounts for all students in 2026.

Other feedback themes included communication, learning resources, assignments, learning experiences, and student support. This feedback informed ongoing improvements to programme delivery and support services, including the introduction of dedicated Ngā Maunga Āwhina mentors for each year level of the Bachelor of Counselling programme in 2026. The reduction in online feedback submissions suggests that concerns raised have been appropriately addressed and that students have access to appropriate support and communication channels.

The Student Council is another platform for students to share feedback and raise matters affecting their learning and overall experience at BTI. Discussions covered a range of topics relating to programme delivery, communication, wellbeing, accessibility, and student support. Feedback from these discussions led to improvements across a range of areas and demonstrated the value of student perspectives in institutional decision-making and continuous improvement.

Overall Evaluation

The low number of concerns raised during the reporting period, together with evidence of actions taken in response to student feedback, indicate that BTI's processes for listening and responding to student concerns are operating effectively and that existing support and communication systems are generally meeting student needs. BTI will continue to monitor feedback trends and use student input to support ongoing quality improvement.

CRITICAL INCIDENTS

There were no critical incidents reported in 2025.

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 three staff members and a student rep meet regularly to discuss any health, safety and wellbeing related issues.

BTI maintains clear procedures for reporting, managing, and responding to incidents:

- All reporting must be channelled through either BTI Reception or submitted via the online JotForm template 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.
- If required, this is escalated to the Kaiarorangi Principal and other relevant parties. 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 summarising 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.

Although no critical incidents or emergencies occurred during the reporting period, BTI recorded a small number of minor health and safety incidents, including one staff injury requiring first aid treatment, three minor medical treatment cases, and one non-injury incident involving minor damage to a staff member's vehicle and BTI property. All incidents were recorded, reviewed, and managed in accordance with BTI policies and procedures.

BTI continued to promote a proactive approach to health, safety, and wellbeing through regular communication with staff, hazard management activities, emergency preparedness activities, annual health and safety audits, and ongoing review of policies and procedures. No significant health and safety issues were identified during the reporting period.

BTI will maintain its commitment to:

- promote staff wellbeing and awareness of support services, including Vitae EAP;
- maintain and regularly review incident reporting, hazard management, and emergency response procedures;
- ensure staff and students are informed about emergency and incident response processes;
- undertake regular emergency drills and health and safety training;
- maintain appropriate first aid capability across the organisation and ensure staff first aiders keep their certifications current through refresher training (currently six staff members hold first aid certification)

- review and update emergency response plans and health and safety documentation to ensure they remain aligned with organisational needs, regulatory requirements, and good practice.

Evaluation

BTI's review indicates that systems for identifying, reporting, and responding to incidents and emergencies are operating effectively. The absence of critical incidents or emergencies, together with the low number of minor incidents and ongoing monitoring of risks, indicates that current processes remain fit for purpose.

Regular oversight by the Health and Safety Committee, clear reporting pathways, established escalation procedures, and ongoing monitoring of hazards and risks provide assurance that BTI is well positioned to respond appropriately should a critical incident occur.