

BTI Self-Review Report on Complaints and Critical Incidents (2024)

COMPLAINTS

No formal complaints were received in 2024.

Some edits were made to SG.08 Student Concerns and Complaints Policy following changes to NZQA's complaints process. <https://bti.ac.nz/wp-content/uploads/SG.08-Student-Concerns-and-Complaints-Sept-2025.pdf>

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.

A few minor concerns were raised in 2024. The Online Feedback Form developed and implemented in August 2023 continue to be effectively utilised by students. In 2024, BTI received 16 submissions through the Online Feedback Form.

Some of the feedback include the transition from Zoom to Teams, requests for earlier release of wānanga information and timetables—with one later comment noting that BTI had acted on previous feedback and released timetable information sooner. Other issues include the length of wānanga, course workload, assignment tasks, and counselling practicum challenges. The platform was also used by students to share positive feedback, with some specifically highlighting the value of a particular course and its educator.

The Student Council is also another platform for raising issues or concerns. Some of the discussions include extending student ID card validity for the full duration of programmes, and addressing concerns about unclear assessment expectations. As a result, student ID cards are now valid for the entire programme, and course outlines and assessment tasks are being moderated by the academic support team. 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/wānanga dates are released early (NB. the academic calendar dates for 2026 have already been released at the time of writing - Sept 2025, enabling students to make plans for the year ahead)
- improving online platforms

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 2024.

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.

BTI's reporting procedures are as follows:

- 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.
- 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.

Last year's H & S issues included several staff members taking leave due to health and stress-related concerns, a student with a pre-existing condition experiencing a medical episode during wānanga that required an ambulance but was discharged the same day, and a couple of shade sails being removed for repairs after storm damage.

An internal evaluation of our incident procedures has demonstrated their effectiveness as there were no critical incidents reported in 2024.

BTI will continue to:

- Encourage staff to prioritise their mental and physical wellbeing, highlighting that support and counselling are available through Vitae EAP services.
- 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