Complaints Summary – ATMC NZ

November 2023 – October 2024

Definition of a Complaint:
A complaint is an informal or formal notification of a grievance relating to one or more services provided by ATMC NZ or the behaviour of a member of staff or another student(s). A complaint does *not* relate to an academic result given to a student but may relate to the overall process or behaviour attached to that result.

Complaints Received
As part of our commitment to transparency and continuous improvement, ATMC NZ maintains a register of formal complaints. Below is a summary of **5 (five)** complaints received in 2024, grouped by month and general area of concern. All complaints have been addressed, with efforts made to ensure a fair and timely resolution.

Complaint area	Date	Description	Resolution Description	Resolved
Student Behaviour	October 2023	A discipline-related issue involving a group of students.	Matter was reviewed by the Quality Manager and addressed internally.	Yes
Teaching Quality	October 2023	Concerns raised about a newly appointed lecturer's delivery and teaching style.	Academic leadership met with the class to explain that different teaching styles are part of the learning journey and encouraged students to approach this with openness and adaptability.	Yes
Academic Support & Communication	October 2023	Concerns raised regarding assessment clarity and student understanding in a class.	Submission deadlines were extended and additional guidance provided.	Yes
Staff Conduct	January 2024	Complaint regarding inappropriate language used by a lecturer.	Incident was escalated to senior academic staff and formally addressed.	Yes
Academic Support & Communication	January 2024	A repeated concern similar to the earlier October 2024 complaint, regarding clarity of assessment instructions.	A different lecturer was assigned to the course to provide improved support.	Yes

Each complaint is taken seriously, and where appropriate, changes or support mechanisms are put in place to ensure student needs are met. We welcome feedback as a valuable part of enhancing our learning environment.