



THE UNIVERSITY OF
WAIKATO
Te Whare Wānanga o Waikato

2025 University of Waikato Student Complaints Report

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Student Complaints Report

This report details University of Waikato student complaints in 2025, 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 on the the University website.

Complaints Process

In 2021, the University implemented the [MyComplaints Portal](#) within the student management system - MyWaikato. The portal enables students to lodge complaints online and serves as the University's central mechanism for submitting formal complaints about staff members, other students, and/or the University more broadly.

The MyComplaints portal encourages students to consider a range of resolution options before submitting a formal complaint. This approach is intended to assess whether concerns can be resolved at a local level, where appropriate, prior to formalisation, depending on the nature and seriousness of the complaint.

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

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 74 general complaints from students including 46 academic-related complaints, 1 facilities complaint and 27 staff complaints.

Of the 74 complaints received in total, 11 were withdrawn. The remaining 63 complaints were investigated, of which 53 were resolved during the year and 10 remained ongoing at year end, including several complaints received in December.

General Complaint Type	No.	Incorrect complaint or withdrawn	Investigated	Resolved	Ongoing
Academic - course	6	1	5	3	2
Academic - enrolment	6	0	6	4	2
Academic - processes	32	3	29	26	3
Academic – integrity	2	0	2	2	0
Facilities	1	0	1	1	0
Staff	27	7	20	17	3
Total	74	11	63	53	10

Table 1 General Complaints

Student Misconduct Complaints

The University received 7 complaints of alleged misconduct from students about other students (see Table 2, following page). The complaints were processed utilising the University's student discipline process.

Of the 7 complaints: 0 were withdrawn and the remaining 7 complaints investigated, of which all 7 were resolved.

Student Misconduct Complaint Type	No.	Incorrect complaint or withdrawn	Investigated	Resolved	Ongoing
Student behaviour	7	0	7	7	0
Total	7	0	7	7	0

Table 2 Student Misconduct Complaints

Dispute Resolution

The Code provides a mechanism for tertiary students who have exhausted their institution's internal complaints process to escalate their complaint to an external dispute's resolution provider appointed by the Ministry of Education.

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

It is the University's understanding that, in 2025, one University of Waikato student lodged a complaint with Study Complaints – Ngā Amuamu Tauira. At the time of writing, the University has not been advised of the status or outcome of this complaint.



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KO TE TANGATA
FOR THE PEOPLE