

Complaints, appeals and critical incidents summaries: 2023

The following definitions apply:

- **Appeal:** an application made to have a decision, academic or otherwise, on a previous application (e.g. formal complaint) reviewed.
- **Complaint:** a statement expressing dissatisfaction with an act, behaviour, decision, or omission that is within the control of Media Design School (the School), which results in a claim that the complainant has sustained academic and/or non-academic disadvantage.
- **Critical incident (or crisis):** an unexpected or non-routine adverse incident, or series of events, that have the potential to seriously damage and/or disrupt the School's people, operations or reputation; a traumatic event or threat of such which causes extreme stress, fear or injury. Critical incidents will usually require an institutional level response beyond normal management structures and processes to one or more of the following:
 - a threat to the health and safety of staff, students and members of the School community
 - a threat to the health and safety of the general public or the environment
 - potential or real damage to the School's physical or virtual infrastructure
 - loss of revenue
 - reputational damage, and/or
 - acute disruption of the School's normal business operations

A. Complaints and appeals

Nature of complaint	Number of complaints/ appeals	Complainant	Status	Outcome
Disability support The student felt that they were not offered reasonable accommodations	1 complaint	Domestic student	Closed	Resolved (complaint declined)

B. Critical incidents

Summary of incident	MDS Response & actions	Status	Outcome
Auckland floods Severe flash flooding occurred across Auckland from around 5:00 pm on Fri, 27 Jan, after heavy rain in the	On Sat 28 Jan an update including support mechanisms was communicated to students and staff. The campus was closed that day but reopened as usual on Tues, 31 Jan following the Auckland	Closed	Minimal disruption to campus operations.

<p>afternoon. A state of local emergency was declared.</p>	<p>Anniversary holiday (Mon, 30 Jan).</p>		
<p>Cyclone Gabrielle A severe tropical cyclone devastated parts of the North Island of New Zealand in February 2023. Heavy rain and wind warnings were issued for across the North Island. In Auckland the state of emergency was extended.</p>	<p>MDS communicated to staff and students the decision to close the campus on Mon, 12th and Tues, 13th Feb. The on-campus Orientation sessions scheduled for Mon moved to Wed, 14th when the campus re-opened. The Virtual Orientation went ahead as planned on Tues, 14th Feb. Postgraduate weekend classes were held on campus on Sat, 11th, and moved online on Sun, 12th Feb. Updates including support mechanisms were communicated to students and staff.</p>	<p>Closed</p>	<p>Moderate disruption to campus operations. Following these severe weather events an internal review of our actions and communications was held, with student input, to identify improvements.</p>