

## 2026 Complaints and Critical Incidents Report

### Introduction

BHB Academy is committed to creating a respectful and supportive learning environment, encouraging students to raise concerns or complaints early. This report provides an overview of our approach to managing complaints, appeals and an overview of critical incidents and complaints that occurred in 2026, ensuring they are addressed with fairness, integrity, and respect for privacy. Feedback through complaints and appeals helps us continuously improve our policies and the student experience.

### Definitions

Term	Meaning
<b>Complaint</b>	A formal expression of dissatisfaction or concern raised by a student regarding an issue related to their educational experience.
<b>Appeal</b>	A request for review of an assessment or disciplinary decision if a student believes they were treated unfairly, or the decision was incorrect.
<b>Critical Incident</b>	An event posing significant risk to student safety, well-being, or privacy, potentially requiring immediate intervention.

### Complaints Overview

The complaints process at BHB Academy is designed to handle issues constructively and transparently. Students are encouraged to submit complaints in writing within 14 days of an incident to ensure timely resolution. The complaint will be acknowledged within two working days, and the Director will undertake an impartial investigation. Privacy is carefully maintained throughout the process. Students may access additional support, such as from whānau or advocacy services. For full details on filing a complaint, please refer to our [Complaints Policy Document](#).

### Appeals Overview

Students may appeal an assessment or disciplinary decision within 14 days of the decision, using the official appeal form to outline the grounds for their appeal. BHB's Directors will review appeals fairly, and an impartial panel or external assessor may be appointed if necessary. Appeals are typically resolved within 14 days, with longer timeframes communicated in writing. If unresolved, students may refer their appeal to an independent review. Full information is available in the [Appeals Policy Document](#).

### Confidentiality of Grievances

158 Broadway Avenue  
Palmerston North, 4410  
Manawatū  
06 358 3879

Your concerns will be handled in the strictest confidence and, if necessary, you will be referred to expert help outside the organisation. No information or documentation you have provided will be handed over to an outside organisation without your permission. The lodging of a grievance will not affect a student's ability to continue studying or receiving other services they are eligible to from the organisation.

### Make a complaint about BHB Academy

If you have a complaint about BHB Academy, you should refer to BHB Academy's complaints process in the first instance, outlined above. It is your responsibility to discuss any grievances with management from BHB Academy before you take these grievances outside the organisation. After you have been given an opportunity to express your concerns, a plan will be developed to deal with the issue, in consultation with you.

For independent help on complaints you can access information [here](#)

### Number of Complaints and Incidents

Type	Number
Complaints	1
Critical Incident	0

### Complaints Breakdown

Type	Overview	Outcome
Harassment	Between tutor and Student	Investigation process according to policies and procedures 1 person dismissed.

### Critical Incidents Breakdown

Type	Overview	Outcome