

Complaints and Critical Incidents

Complaints

Pathways is committed to providing a safe and inclusive learning environment that is safe, and free from harassment and discrimination. Safety issues may include something that should be occurring and is not or, something not up to standard. Harassment and discrimination may be offensive behaviour or unwanted attention. It may involve an abuse of power to disadvantage, discriminatory behaviour, or insult. Any kind of harassment is unacceptable – sexual, racial, academic, religious, or any other form of discrimination.

A complaint is defined as a formal expression of dissatisfaction with an education provider or its services. This can include concerns about the quality of education, management, pastoral care, financial or contractual disputes or a breach of NZQA regulations. Details of how to raise a complaint are found in the Student Handbook.

Structures are, therefore, provided within Pathways to address complaints from students or other stakeholders. International students are encouraged to talk to the Code of Practice Administrators (Academic Director and Registrar) at the first instance.

We aim to resolve any concerns or complaints in a fair, open manner with students able to have a support person with them at any stage of the process. Study Complaints|Ngā amuamu tauira also offer a [complaints/dispute process](#) in the event a student is dissatisfied with the outcome of their complaint.

As signatories of the Code of Practice, Pathways discloses the outcomes of any formal complaints. In 2025 no formal complaints were made by students of Pathways College. Any future formal complaints will be logged and formally identified.

Critical Incidents

A critical Incident is defined as an unplanned or unforeseen traumatic event that significantly affects a learner or learners and is likely to have a stressful impact on the institution, its staff, its learners and/or the wider community e.g. death of student or staff member, serious injury, physical or mental harm, natural disasters, pandemics. These incidents often require immediate attention and a coordinated, sensitive response.

Pathways College has a well-established, structured programme to provide pastoral care and support whether students are attending Block Weeks or are in their own home location or ministry placement. In 2025 there were no critical incidents at Pathways College.