



27 February 2023

Sarah M

By email: [fyi-request-21716-33996848@requests.fyi.org.nz](mailto:fyi-request-21716-33996848@requests.fyi.org.nz)

Tēnā koe Sarah

**Official information request regarding complaints made by professional staff**

I refer to your request for information under the Official Information Act 1982 (the Act) dated 3 February 2023:

*“Please provide the following:*

- 1) number of complaints made by professional staff from the student services and support areas for each year from 2018 to 2022 inclusive*
- 2) for each of the above years the number of complaints upheld and the number dismissed”*

For the purposes of this request we have interpreted ‘student services and support areas’ to refer to centralised units offering student support services, specifically the Student Experience and Wellbeing, and Titoko departments.

Records held by the University’s Human Resources department show 6 complaints received from professional staff in student services and support areas between 2019 and 2022.

Further information relating to complaints made by professional staff in student support areas, including complaints made in 2018, complaints that may have been dealt with directly by line managers without input from Human Resources, or complaints made by staff employed in student support roles in other areas of the University cannot be made available without substantial collation or research. Therefore, this aspect of your request is refused in accordance with s18(f) of the Act.

Information regarding whether complaints were upheld or dismissed and a breakdown of complaints by year is withheld in accordance with s9(2)(a) of the Act in order to protect the privacy of natural persons.

You have the right to seek an investigation and review by the Ombudsman of the decisions made regarding this request. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact me at [oiarequests@vuw.ac.nz](mailto:oiarequests@vuw.ac.nz).

Ngā mihi nui

Blair Doherty  
Senior Advisor, Official Information and Privacy  
Legal Services  
**Te Herenga Waka—Victoria University of Wellington**