

Breakdown of Complaints – 1 Jan – 30 June 2025

Reference	Date Received	Raised by	Theme	Status	Outcome
APPEALS					
ACD25001	16/01/2025	Learner	Staff communication	Closed	Appeal withdrawn
ACD25002	21/02/2025	Learner	Assessment outcome	Closed	Appeal upheld, assignments remarked.
ACD25003	28/03/2025	Learner	Non-engagement withdrawal	Closed	Appeal not upheld
ACD25004	06/03/2025	Learner	Complaint process	Closed	Appeal not upheld
ACD25005	11/03/2025	Learner	Complaint process	Closed	Appeal not upheld
ACD25006	31/03/2025	Learner	Compassionate withdrawal	Closed	Appeal upheld
ACD25007	07/04/2025	Learner	Non-engagement withdrawal	Closed	Appeal not upheld
ACD25008	28/04/2025	Learner	Complaint process	Closed	Appeal not upheld
ACD25009	29/04/2025	Learner	Ara-initiated withdrawal	Closed	Appeal not upheld
ACD25010	29/05/2025	Learner	Assessment outcome	Closed	Appeal not upheld
COMPLAINTS					
COM25001	20/12/2024	Learner	Staff behaviour	Closed	Complaint not upheld
COM25002	9/01/2025	Parent	Academic matter	Closed	Complaint upheld
COM25003	20/01/2025	Learner	Academic matter	Closed	Complaint partially upheld, resolution found
COM25004	17/02/2025	Staff member	Facilities	Closed	Complaint upheld
COM25005	3/03/2025	Learner	Facilities	Closed	Complaint not upheld

COM25006	10/03/2025	Learner	Learner behaviour	Closed	Complaint upheld
COM25007	14/03/2025	Learner	Financial matter	Closed	Complaint not upheld
COM25008	17/03/2025	Learner	Staff complaint	Closed	Complaint not upheld
COM25009	18/03/2025	Learner	Staff complaint	Closed	Complaint not upheld, resolution found
COM25010	21/03/2025	Learner	Staff complaint, Privacy	Closed	Complaint not upheld
COM25011	21/03/2025	Learner	Staff complaint	Closed	Complaint not upheld
COM25012	24/03/2025	Learner	Staff complaint	Closed	Complaint upheld, resolution found
COM25013	3/04/2025	Learner	Staff complaint	Closed	Complaint withdrawn
COM25014	9/04/2025	Public	Financial matter	Closed	Complaint upheld, resolution reached.
COM25015	9/04/2025	Learner	Learner behaviour	Closed	Complaint upheld
COM25016	2/04/2025	Learner	Learner behaviour	Closed	Complaint withdrawn
COM25017	17/04/2025	Learner	Learner behaviour	Closed	Complaint upheld
COM25018	23/04/2025	Learner	Ara process	Closed	Complaint partially upheld
COM25019	7/05/2025	Learner	Staff complaint	Closed	Complaint upheld
COM25020	8/05/2025	Learner	Staff complaint	Closed	Complaint upheld
COM25021	13/05/2025	Learner	Financial matter	Closed	Complaint not upheld
COM25022	13/05/2025	Learner	Staff complaint	Closed	Complaint not upheld
COM25023	14/05/2025	Learner	Staff complaint	Closed	Complaint upheld
COM25024	28/05/2025	Learner	Ara process	Closed	Complaint upheld
COM25025	31/05/2025	Public	Ara process	Closed	Complaint not upheld
COM25026	28/05/2025	Public	Ara process	Closed	Complaint upheld
COM25027	12/06/2025	Learner	Ara process	Closed	Complaint partially upheld
COM25028	19/06/2025	Learner	Staff behaviour	Ongoing	Ongoing

SUSPENSION					
SUS25001	05/03/2025	Learner	Learner behaviour	Closed	Learner placed on behaviour improvement plan
SUS25002	07/03/2025	Learner	Learner behaviour	Closed	Learner placed on behaviour improvement plan
SUS25003	16/06/2025	Learner	Learner misconduct	Closed	Learner placed on probation, behavioural sanctions.

Key to abbreviations:

- ACD Academic appeals
- COM Complaints lodged with the Complaint & Policy Coordinator
- SUS - Suspension
- CAN Enrolment cancelled

Notifiable Privacy Breaches definition

The office of the Privacy Commissioner states: “A privacy breach that poses a risk of serious harm or causes serious harm is one that:

- Causes (or may cause) loss, damage or injury,
- Adversely affects (or may adversely affect) the rights and interests of the individual,
- Results in (or may result in) significant humiliation, loss of dignity, injury to feelings.