

Breakdown of Complaints – 1 Jul – 30 December 2025

Reference	Date Received	Raised by	Theme	Status	Outcome
Appeals					
ACD25011	7/31/2025	Learner	Non-Engagement Withdrawal	Closed	Not upheld, unique compassionate circumstances outside of appeal process.
ACD25012	9/22/2025	Learner	Academic Performance	Closed	Not upheld
ACD25013	10/02/2025	Learner	Non-Engagement Withdrawal	Closed	Not upheld
ACD25014	10/18/2025	Learner	Non-Engagement Withdrawal	Closed	Not upheld
ACD25015	10/16/2025	Learner	Non-Engagement Withdrawal	Closed	Not upheld
ACD25016	10/31/2025	Learner	Non-Engagement Withdrawal	Closed	Upheld
ACD25017	11/03/2025	Learner	Process concern	Closed	Not upheld
ACD25018	11/20/2025	Learner	Process concern	Closed	Not upheld
ACD25019	12/04/2025	Learner	Compassionate circumstances	Closed	Not upheld
Complaints					
COM25031	7/24/2025	Learner	Academic	Closed	Not substantiated
COM25032	8/15/2025	Learner	Staff complaint	Closed	Substantiated
COM25033	8/13/2025	Public	Financial	Closed	Not substantiated
COM25034	8/14/2025	Learner	Staff complaint	Closed	Substantiated

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COM25035	9/05/2025	Learner	Learner behaviour	Closed	Substantiated
COM25036	9/01/2025	Learner	Staff complaint	Closed	Not substantiated
COM25037	11/09/2025, 30/09/2025	Learner	Procedural	Closed	Substantiated
COM25038	9/24/2025	Learner	Procedural	Closed	Substantiated
COM25039	9/25/2025	Learner	Staff complaint	Closed	Partially substantiated
COM25041	10/10/2025	Public	Staff complaint	Closed	Not substantiated
COM25042	10/13/2025	Learner	Accessibility	Closed	Substantiated
COM25043	10/14/2025	Learner	Procedural	Closed	Not substantiated
COM25044	10/28/2025	Learner	Academic	Closed	Not substantiated
COM25045	10/22/2025	Learner	Financial	Closed	Not substantiated
COM25046	11/09/2025	Learner	Learner behaviour	Closed	Not substantiated
COM25047	11/17/2025	Learner	Staff complaint	Closed	Learner did not respond to communication
COM25048	12/16/2025	Learner	Academic	Closed	Partially substantiated
COM25049	11/27/2025	Staff member	Learner behaviour	Closed	Substantiated
Suspension					
SUS25004	8/29/2025	Learner	Learner behaviour	Closed	Suspension complete, action applied.
SUS25005	9/11/2025	Learner	Academic probation	Closed	Suspension complete, action applied.
SUS25006	11/03/2025	Learner	Learner behaviour	Closed	Suspension complete, action applied.
SUS25007	11/03/2025	Learner	Learner behaviour	Closed	Suspension complete, action applied.

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Key to abbreviations:

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