



COMPLAINTS AND ENQUIRIES REPORTING

1 February 2023 – 31 Jul 2023

This data is true and correct as at 31 Jul 2023

Reference	Date received	Raised by	Theme	Status	Outcome
ACD 23/002	16/02/2023	Learner	Academic misconduct	Closed	Appeal declined
ACD 23/003	04/04/2023	Learner	Academic misconduct	Closed	Appeal not progressed
CAN 23/001	7/03/2023	Learner	Unacceptable behaviour		Enrolment cancelled
SUS 23/001	15/02/2023	Learner	Inappropriate behaviour		5 teaching day suspension, and extension to suspension
SUS 23/002	21/02/2023	Learner	Inappropriate behaviour		5 teaching day suspension, and extension to suspension
SUS 23/003	03/04/2023	Learner	Inappropriate behaviour		5 teaching day suspension, behavioural contract
COM 22/043	01/08/2022	General public	Enrolments	Closed	Resolution found
COM 23/002	03/02/2023	General public	Staff complaint	Closed	Action taken by People and Capability
COM 23/003	07/02/2023	General public	Academic complaint	Closed	Investigation completed and Resolution found
COM 23/004	09/02/2023	General public	Staff complaint	Closed	Action taken by People and Capability
COM 23/005	15/02/2023	Learner	Inappropriate behaviour	Closed	Investigations undertaken and resolution found



COM 23/006	17/02/2023	General public	Staff complaint	Closed	Action taken by People and Capability
COM 23/007	15/02/2023	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 23/008	16/02/2023	Learner	Inappropriate behaviour	Closed	Investigations undertaken and resolution found
COM 23/009	21/02/2023	Learner	Academic complaint – anonymous complaint	Closed	Anonymous investigation undertaken
COM 23/010	28/02/2023	General public	Enrolment complaint	Closed	Issues discussed and resolution found
COM 23/011	28/02/2023	Learner	Inappropriate behaviour – anonymous complaint	Closed	Anonymous investigation undertaken and resolution found
COM 23/012	26/02/2023	General public	Communication	Closed	Resolution found
COM 23/013	02/03/2023	Learner	Facilities – anonymous complaint	Closed	Anonymous investigation undertaken
COM 23/014	02/03/2023	Learner	Academic	Closed	Resolution found
COM 23/015	07/03/2023	Learner	Staff complaint	Complaint withdrawn	
COM 23/016	17/03/2023	Learner	Inappropriate behaviour	Closed	Investigations undertaken
COM 23/017	22/03/2023	Learner	Inappropriate behaviour	Closed	Investigations undertaken
COM 23/018	23/03/2023	Learner	Facilities – anonymous complaint	Closed	Anonymous investigation undertaken
COM 23/019	23/03/2023	Learners	Academic	Closed	Investigations undertaken and resolution found
COM 23/020	28/03/2023	General public	Staff complaint	Closed	Action taken by People and Capability
COM 23/021	03/04/2023	Learner	Academic	Closed	Investigation undertaken, resolution found
COM 23/022	03/04/2023	Learner	Staff complaint – anonymous	Closed	Anonymous investigation



					undertaken
COM 23/023	04/04/2023	Learner	Inappropriate behaviour – anonymous	Closed	Anonymous investigation undertaken
COM 23/024	06/04/2023	Learner	Staff complaint – anonymous	Closed	Anonymous investigation undertaken
COM 23/025	14/04/2023	Learner	Finance	Withdrawn	
COM 23/026	25/04/2023	General public	Staff complaint – anonymous	Closed	Anonymous investigation undertaken
COM 23/027	26/04/2023	Learner	Academic – anonymous	Closed	Anonymous investigation undertaken
COM 23/028	28/04/2023	General public	Communications	Closed	Information provided
COM 23/029	02/05/2023	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 23/030	02/05/2023	Staff	Staff complaint	Closed	Action taken by People and Capability
COM 23/031	03/05/2023	Learner	Inappropriate behaviour – anonymous	Closed	Anonymous investigation undertaken
COM 23/032	08/05/2023	General public	Financial	Closed	Outside of policy timeframes
COM 23/033	05/05/2023	Learner	Academic – anonymous complaint	Closed	Anonymous investigation undertaken
COM 23/034	09/05/2023	General public	Staff complaint – anonymous complaint	Closed	No action taken – as per CPP117 malicious intent
COM 23/035	12/05/2023	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 23/036	16/05/2023	Learner	Staff complaint – anonymous	Closed	Anonymous investigation undertaken
COM 23/037	16/05/2023	Learner	Staff complaint	Ongoing	
COM 23/038	22/05/2023	Learner	Staff complaint	Closed	Action taken by People and Capability



COM 23/039	23/05/2023	Learner	Academic	Closed	Investigation undertaken and resolution found. Apology made
COM 23/040	29/05/2023	Learner	Staff complaint – anonymous	Closed	Anonymous investigation undertaken
COM 23/041	30/05/2023	Learner	Academic	Closed	Investigation undertaken
COM 23/042	13/06/2023	Learner	Staff complaint	Ongoing	
COM 23/043	14/06/2023	General public	Staff complaint	Closed	Action taken by People and Capability
COM 23/044	15/06/2023	Learner	Staff complaint	Ongoing	
COM 23/045	06/07/2023	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 23/046	10/07/2023	Learner	Staff complaint	Ongoing	
COM 23/047	18/07/2023	Learner	Customer service	Closed	Information provided
COM 23/048	25/07/2023	Learner	Customer service	Closed	Information provided
COM 23/049	26/07/2023	Learner	Academic	Closed	Investigation undertaken and resolution found
COM 23/050	31/07/2023	Learner	Facilities	Closed	Solution proposed
REF 23/001	20/02/2023	Learner	Previous refusal reversed	Closed	Application allowed to enrol
PRV 23/002	1/02/2023	Staff	Incorrect email sent	Closed	Apology sent
PRV 23/003	15/02/2023	Staff	Request for personal information	Closed	Information provided
PRV 23/004	16/02/2023	Staff	Incorrect email sent	Closed	Email deleted and apology provided
PRV 23/005	17/03/2023	Staff	Request for information	Closed	Information provided
PRV 23/006	20/03/2023	Staff	Potential for incorrect access to data	Closed	Email sent to affected persons, system amended to prevent breaches



PRV 23/007	4/05/2023	Staff	Request for personal information	Closed	Information provided
PRV 23/008	5/05/2023	Staff	Request for personal information	Closed	Information provided
PRV 23/009	5/07/2023	Staff	Incorrect email sent	Closed	Email deleted and apology provided

Key to abbreviations:

- OIA Requests for official information
- ACD Academic appeals
- COM Complaints lodged with the Complaints Coordinator
- CAN Enrolment cancelled
- SUS Learner suspended from course/programme
- PRB Learner on academic probation
- PRV Notifiable Privacy breaches*

*Notifiable Privacy Breaches

The office of the Privacy Commissioner states: "A privacy breach that poses a risk of serious harm or causes serious harm would be 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.