

COMPLAINTS AND ENQUIRIES REPORTING

1 August 2022 – 31 Jan 2023

This data is true and correct as at 31 Jan 2023

Reference	Date received	Raised by	Theme	Status	Outcome
OIA 22/007	1/08/2022	General public	Correspondence request	Closed	Information provided
OIA 22/008	9/08/2022	General Public	Correspondence request	Closed	Information provided
OIA22/009	17/08/2022	Reporter	Data request	Closed	Information provided
OIA 22/010	29/08/2022	Government Advisor	Data request	Closed	Information provided
OIA 22/011	28/09/2022	Transfer request	Data request	Closed	Information provided
OIA 22/012	06/10/2022	General public	Data request	Closed	Information provided
OIA 22/013	17/10/2022	General public	Policy request	Closed	Information provided
OIA 22/014	20/10/2022	General public	Data request	Closed	Information provided
ACD 22/003	23/08/2022	Learner	Withdrawal appeal	Closed	Appeal accepted
ACD 22/004	30/08/2022	Learner	Withdrawal appeal	Closed	Appeal accepted
ACD 22/005	07/09/2022	Learner	Withdrawal appeal	Closed	Appeal accepted
ACD 22/006	07/09/2022	Learner	Withdrawal appeal	Closed	Appeal accepted
ACD 22/007	08/09/2022	Learner	Withdrawal appeal	Closed	Appeal accepted
ACD 22/008	29/09/2022	Learner	Grade appeal	Closed	Appeal not progressed
ACD 22/009	3/10/2022	Learner	Grade appeal	Closed	Appeal not progressed
ACD 22/010	14/10/2022	Learner	Withdrawal appeal	Closed	Learner withdrew from course
ACD 22/011	23/11/2022	Learner	Withdrawal appeal	Closed	Appeal accepted
CAN 22/004	13/10/2022	Learner	Unacceptable behaviour		Enrolment cancelled
CAN 22/005	29/11/2022	Learner	Unacceptable behaviour		Enrolment cancelled

PRB 22/005	2/08/2022	Learner	Unacceptable behaviour	Closed	Behavioural improvement plan developed
PRB 22/006	23/09/2022	Learner	Unacceptable behaviour	Closed	Extension to probation
PRB 22/007	23/09/2022	Learner	Inappropriate behaviour	Closed	Behavioural improvement plan implemented
PRB 22/008	23/09/2022	Learner	Inappropriate behaviour	Closed	Behavioural improvement plan implemented
PRB 22/009	23/09/2022	Learner	Inappropriate behaviour	Closed	Behavioural improvement plan implemented
PRB 22/010	23/09/2022	Learner	Inappropriate behaviour	Closed	Behavioural improvement plan implemented
PRB 22/011	04/11/2022	Learner	Inappropriate behaviour	Closed	Behavioural probation notice agreed
SUS 22/003	8/08/2022	Learner	Inappropriate behaviour		5 teaching day suspension
SUS 22/004	12/08/2022	Learner	Inappropriate behaviour		Extension to 5 teaching day suspension
SUS 22/005	5/08/2022	Learner	Inappropriate behaviour		5 teaching day suspension, and extension to suspension
SUS 22/006	15/09/2022	Learner	Inappropriate behaviour		5 teaching day suspension
SUS 22/007	23/09/2022	Learner	Inappropriate behaviour		5 teaching day suspension
SUS 22/008	23/09/2022	Learner	Inappropriate behaviour		5 teaching day suspension
SUS 22/009	20/10/2022	Learner	Inappropriate behaviour		Extension to 5 days suspension
TRES 22/002	05/08/2022	General public	Health and safety risk to students and staff		Trespassed from Ara
TRES 22/003	15/12/2022	Learner	Health and safety risk to students and staff		Trespassed from Ara
COM 22/043	01/08/2022	General public	Enrolments	Closed	Resolution found
COM 22/044	01/08/2022	Learner	Staff complaint	Closed	Action taken by People & Capability team

COM 22/046	08/08/2022	Learner	Facilities	Closed	Apology provided
COM 22/047	09/08/2022	Learner	Communications	Closed	Resolution found
COM 22/048	09/08/2022	General public	Recruitment process complaint	Closed	Explanation provided
COM 22/049	09/08/2022	Learner	Inappropriate behaviour	Closed	Investigations completed
COM 22/050	30/08/2022	Learner	Inappropriate behaviour	Incomplete	Unable to confirm learner identity
COM 22/051	01/09/2022	Learner	Inappropriate behaviour	Closed	Investigations completed
COM 22/052	01/09/2022	General public	Application/enrolment	Closed	Resolution found
COM 22/053	05/09/2022	General public	Inappropriate behaviour	Closed	Acknowledgement and investigation completed
COM 22/054	06/09/2022	General public	Communication	Closed	Resolution found
COM 22/055	06/09/2022	Learner	Academic	Closed	Resolution found
COM 22/056	14/09/2022	Learner	Financial	Closed	Outstanding debt cleared
COM 22/057	15/09/2022	Learner	Inappropriate behaviour	Closed	Investigations completed
COM 22/058	21/09/2022	Learner	Facilities	Closed	Resolution found
COM 22/059	03/10/2022	Learner	Informal staff complaint	Closed	Investigations completed
COM 22/060	13/10/2022	Learner	Facilities	Closed	Explanation provided and resolution found
COM 22/061	17/10/2022	General public	Application/enrolment	Closed	Investigations completed
COM 22/062	20/10/2022	Learner	Inappropriate behaviour	Closed	Investigations completed
COM 22/063	08/11/2022	General public	Academic	Closed	Investigations completed
COM 22/064	17/11/2022	Learner	Staff complaint	Closed	Resolution found
COM 22/065	21/11/2022	Learner	Academic	Closed	Resolution found
COM 22/066	29/11/2022	Learner	Inappropriate behaviour	Closed	Investigations completed
COM 22/068	02/12/2022	General public	Academic	Closed	Investigations completed
COM 23/001	21/12/2022	Learner	Vaccine mandates and communication	Closed	Explanation provided and resolution found
PRV 22/009	08/08/2022	Learner	Potential privacy breach by placement provider	Closed	Referred to placement provider Privacy Officer
PRV 22/010	04/10/2022	Client list	Privacy processes not followed	Closed	Apology email sent to client list, process amended for future

PRV 22/011	08/11/2022	Learner	Incorrect email sent to student	Closed	Student notified who deleted email
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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
- OMB Office of the Ombudsman
- PRV Privacy request
- TRES Trespass notice served

#### 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.