

COMPLAINTS AND ENQUIRIES REPORTING

1 February 2022 – 31 Jul 2022

This data is true and correct as at 31 July 2022

Reference	Date received	Raised by	Outline	Status	Outcome
OIA 22/001	5/03/22	General Public	Correspondence connected to participation barriers	Closed	Request withdrawn
OIA 22/002	18/03/22	General Public	Interactions with named organisation	Closed	Response provided
OIA 22/003	16/03/22	General Public	Animal testing data request	Closed	Response provided
OIA 22/004	27/05/22	General Public	New Zealand Broadcasting School (investigation) data request	Closed	Response provided
OIA 22/005	05/07/22	Learner	Clinical correspondence	Closed	Response provided
ACD 22/001	10/06/22	Learner	Probation Appeal	Closed	Appeal accepted. Probation removed.
ACD 22/002	13/07/22	Learner	Assessment appeal	Closed	Response provided. Learner withdrew from study.
CAN 22/002	03/03/22	Learner	Inappropriate behaviour	Closed	Cancellation of enrolment
CAN 22/003	07/04/22	Learner	Recommendation to cancel enrolment due to alleged lack of progress, unprofessional behaviour	Closed	Cancellation did not proceed
OMB 22/001	01/03/22	Ombudsman	Assessment appeal	Ongoing	Ongoing
PRB 22/001	07/04/22	Learner	Lack of academic progression		
PRB 22/002	13/05/22	Learner	Unacceptable behaviour		Probation for remainder of programme
PRB 22/003	13/05/22	Learner	Unacceptable behaviour		Probation for remainder of programme

PRB 22/004	03/06/22	Learner	Unacceptable behaviour	Closed	Appealed to CE. Probation removed
SUS 22/001	22/02/22	Learner	Inappropriate behaviour	Closed	Progressed to cancellation of enrolment
SUS 22/002	05/04/22	Learner	Unlawful conduct	Closed	5 timetabled teaching days
COM 22/007	08/02/22	General public	Application process	Closed	Resolution found
COM 22/008	16/02/22	Learner	Request for online learning	Closed	Course not offered online
COM 22/009	17/02/22	Learner	Learner support	Closed	Additional support plan developed
COM 22/010	10/02/22	General public	Research project	Closed	Issue resolved
COM 22/011	02/03/22	Otautahi House resident	Inappropriate behaviour	Closed	Action taken by division
COM 22/012	04/03/22	Learner	Alleged inappropriate language used by guest speaker	Closed	Response and apology provided
COM 22/013	14/03/22	Learner	Concerns about course content	Closed	Remedial action taken
COM 22/014	22/03/22	Colleague	Performance measures questioned	Closed	Information provided
COM 22/015	12/04/22	Guest lecturer	Invoice issues	Closed	Invoice processed
COM 22/016	22/04/22	Learner	Inappropriate behaviour by Otautahi house resident	Closed	Action taken by division
COM 22/017	27/04/22	Otautahi house resident	Complaint about a staff member	Closed	Action taken by People and Capability team
COM 22/018	28/04/22	Learner	Learner support – informal complaint	Closed	Informal feedback provided to Dept
COM 22/019	27/04/22	Colleague	Course content and experience	Closed	Action taken by People and Capability team
COM 22/020	05/05/22	Learner	Enrolment issues – informal complaint	Closed	Informal feedback provided to Dept
COM 22/021	07/05/22	Otautahi house resident	Complaint about a staff member	Closed	Action taken by People and Capability team

COM 22/022	07/05/22	Otautahi house resident	Complaint about a staff member	Closed	Action taken by People and Capability team
COM 22/023	02/05/22	NZQA	Process and information enquiry connected to NZBS investigation	Closed	Information provided
COM 22/024	13/05/22	Learner	Complaint about a staff member	Closed	Remedial action taken
COM 22/025	17/05/22	Learner	Complaint about alleged plagiarism	Complaint withdrawn	Closed
COM 22/026	08/05/22	General public	Historic complaint	Closed	Outside complaints policy timeframe
COM 22/027	27/05/22	Learner	Not connected to Ara activity. Privileged to another organisation	Closed	
COM 22/028	30/05/22	Learner	Course content and experience	Closed	Discussed with Department
COM 22/029	30/05/22	Industry	Investigation of incident	Withdrawn	Not a formal complaint
COM 22/030	01/06/22	Learner	Discrimination complaint	Ongoing	Working with Dept and Advocate
COM 22/031	08/06/22	Learner	Complaint about a staff member	Closed	Action taken by People & Capability team
COM 22/032	15/06/22	Learner	Complaint about a staff member	Closed	Action taken by People & Capability and Dept
COM 22/033	17/06/22	General public	Historic information	Closed	Discussion with Department
COM 22/034	28/06/22	Learner	Academic complaint	Closed	Apology
COM 22/035	29/06/22	Learner	Anonymous complaint	Closed	Feedback provided to dept.
COM 22/036	07/07/22	Learner	Informal complaint to raise concerns	Closed	Discussed with department
COM 22/037	14/07/22	Learner	Financial	Closed	Refund
COM 22/038	20/07/22	Learner	Academic	Closed	IAP redeveloped in partnership
COM 22/039	22/07/22	Learner	Communications	Closed	Discussion and resolution provided
COM 22/040	25/07/22	Learner	Issues raised through learner survey	Closed	Learner did not engage in resolution opportunities.
COM 22/041	26/07/22	Otautahi house resident	Complaint about a resident	Closed	Action taken by Accommodation team
COM 22/042	28/07/22	General public	Anonymous complaint	Closed	Feedback session with Department

PRV 22/002	17/02/22	Staff	Breach of privacy	Closed	Apology sent to staff member
PRV 22/003	09/05/22	General public	Seeking assessment results	Closed	Information provided
PRV 22/004	13/06/22	Staff	Copy of information submitted to Ara's H&S system	Closed	Information provided
PRV 22/005	15/06/22	Staff	Copy of a document	Closed	Information not provided; document contents was not specifically about the requester
PRV 22/006	16/06/22	Police	Information request	Closed	Information provided under Section 11 (ongoing investigation)
PRV 22/007	28/06/22	Staff	Privacy breach	Closed	Information retracted
PRV 22/008	21/07/22	Police	Information request	Closed	Information provided under Section 11 (ongoing investigation)

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

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.