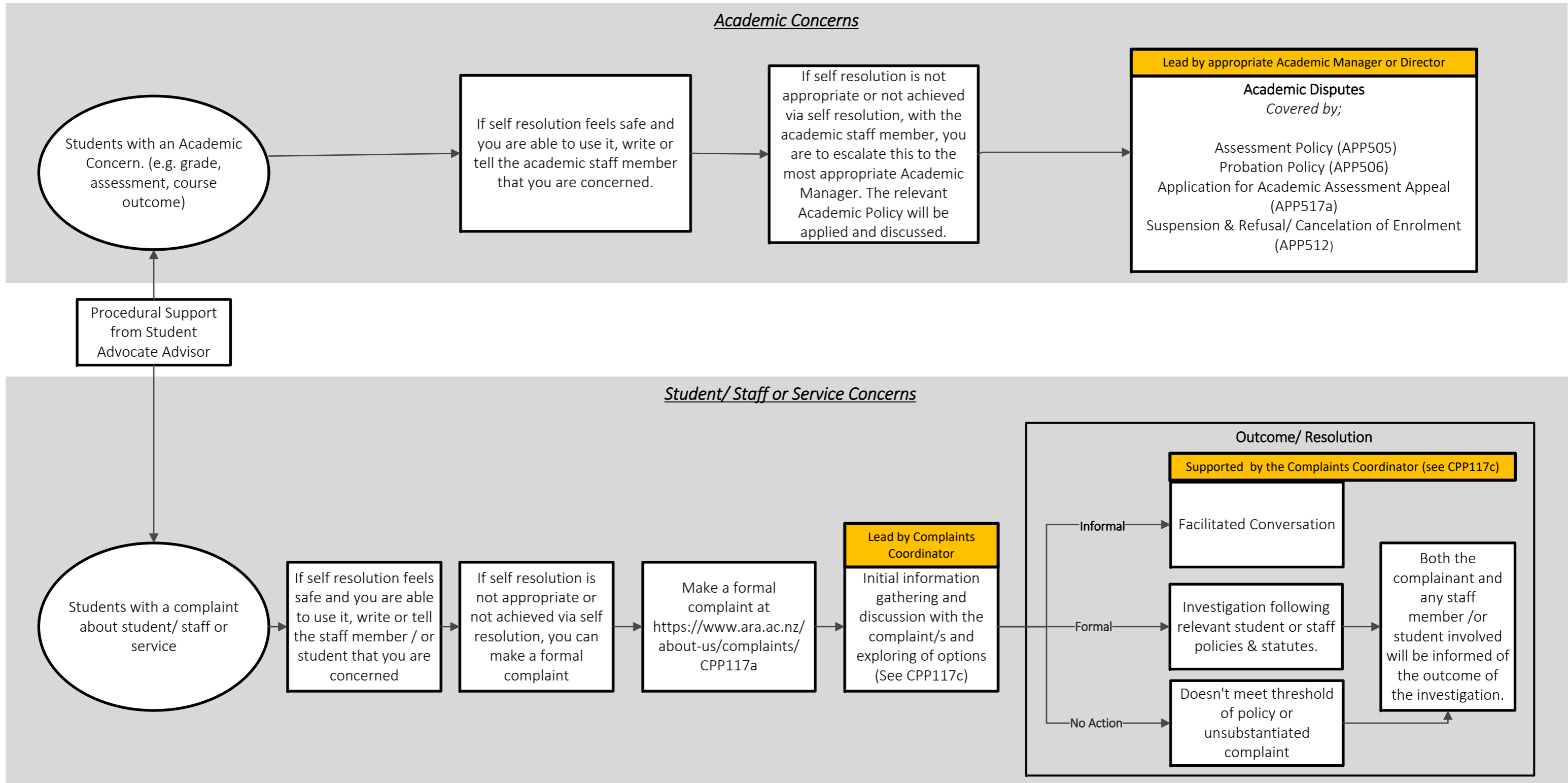


Student Complaint Process

DRAFT

In the event of immediate danger or threat to safety, call the Police on 111 and then Security on 03 940 8076

Students who are considering making a complaint should refer to [CPP117b Student Complaints Procedures](#), and the process below.



INFORMUS (Anonymous Reporting System)

If you wish to make an anonymous disclosure you can do so through INFORMUS. You will be asked to complete an online form which allows Ara to collect information about the issue/event you wish to raise. The INFORMUS webpage contains information about the process and what happens when you submit an anonymous report. Please refer to the INFORMUS FAQ webpage for further information.

Additional Information, Support Services & Contacts

CPP222 Addressing Bullying, Harassment and Discrimination Policy
 CPP222a Addressing Bullying, Harassment and Discrimination Guidelines and Procedures
 CPP223 Equity and Diversity
 CPP117 Raising Problems or Complaints
 CPP117a Raising Problems or Complaints form
 CPP117c Raising Problems or Complaints Procedures

APP506 Probation policy
 APP512 Suspension Cancellation and Refusal of enrolment policy
 APP301 Learner Responsibilities and Rights
 APP301a Student Responsibilities and Rights handout
 Tutors/ Heads of Department
 Complaints Coordinator