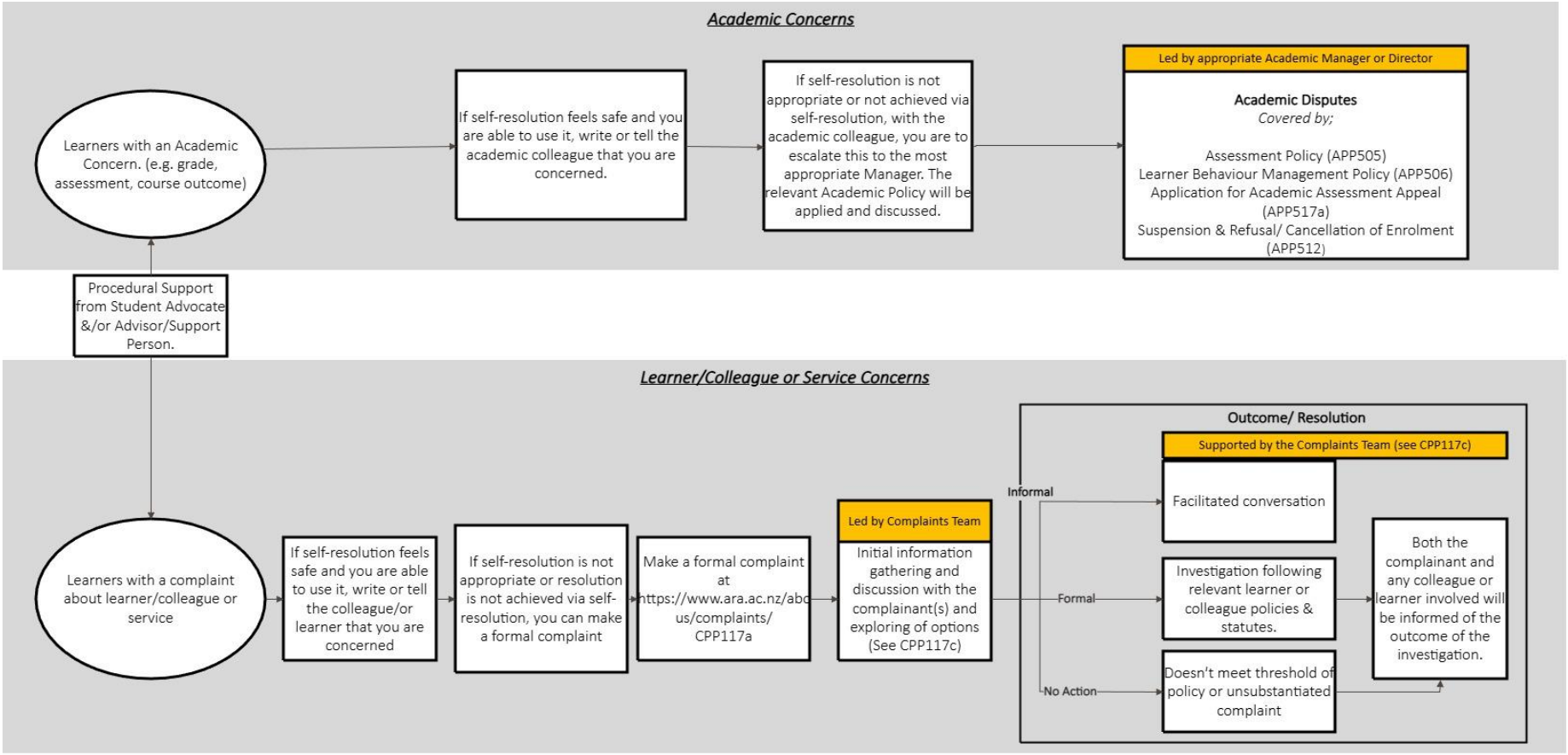
Learner Complaint Flowchart

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 CPP117c Student Complaints Procedure 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 statistical and thematic 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

Additional Information
CPP222 Addressing Bullying, Harassment and Discrimination Policy
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 Learner Responsibilities and Rights handout

Contacts
Tutors/Programme Manager
Portfolio/Operations Manager
Complaints Team
Student Advocate
Class Representatives
Student Wellbeing Advisor