

Complaints and Enquiries Reporting

31 January 2024 – 30 January 2025

This data is true and correct as of 30 January 2025.

Breakdown of Complaints – 2024/25

Reference	Date Received	Raised by	Theme	Status	Outcome
APPEALS					
ACD24001	31/01/2024	Learner	Staff communication	Closed	Appeal upheld
ACD24002	26/02/2024	Learner	Assessment outcome	Closed	Appeal withdrawn, see ACD24004
ACD24003	26/02/2024	Learner	Staff communication	Closed	Appeal partially upheld
ACD24004	26/03/2024	Learner	Assessment outcome	Closed	Appeal upheld
ACD24005	3/04/2024	Learner	Assessment outcome	Closed	Appeal upheld
ACD24007	4/04/2024	Learner	Academic misconduct	Closed	Appeal withdrawn, not appeal situation
ACD24008	28/05/2024	Learner	Academic misconduct	Closed	Appeal partially upheld
ACD24009	6/06/2024	Learner	Assessment outcome	Closed	Appeal not upheld
ACD24010	25/07/2024	Learner	Assessment outcome	Closed	Appeal not upheld
ACD24011	13/08/2024	Learner	Assessment outcome	Closed	No grounds for appeal
ACD24012	10/09/2024	Learner	Academic misconduct	Closed	No application received
ACD24013	14/10/2024	Learner	Academic misconduct	Closed	Appeal upheld
ACD24014	19/12/2024	Learner	Assessment outcome	Closed	Appeal not upheld
COMPLAINTS					
COM24004	2/02/2024	Learner	Complaints process	Closed	Review of documents in process.
COM24005	16/02/2024	Learner	Staff behaviour	Closed	Escalated to appeal process.

COM24006	19/02/2024	Learner	Staff communication	Closed	Complaint upheld.
COM24007	20/02/2024	Unknown	Academic matter	Closed	Complaint not upheld.
COM24008	23/02/2024	Learner	Academic matter	Closed	Complaint not upheld.
COM24009	26/02/2024	Unknown	Staff communication	Closed	Complainant did not engage with process.
COM24010	26/02/2024	Learner	Staff communication	Closed	Complainant did not engage with process.
COM24011	6/03/2024	Learner	Learner support	Closed	Complaint upheld.
COM24012	7/03/2024	Ex-staff	Employment concern	Closed	Complaint partially upheld.
COM24013	7/03/2024	Learner	Staff behaviour	Closed	Investigation completed, resolution found.
COM24014	7/03/2024	Learner	Staff communication	Closed	Investigation completed, resolution found.
COM24015	21/03/2024	Learner	Staff behaviour	Closed	Investigation completed, resolution found.
COM24016	21/03/2024	Learner	Staff behaviour	Closed	Investigation completed, resolution found.
COM24017	26/03/2024	Unknown	Staff complaint	Closed	Complainant did not engage with process.
COM24019	4/04/2024	Learner group	Learner misconduct	Closed	Behavioural sanctions applied.
COM24020	11/04/2024	Learner	International enrolment	Closed	Investigation completed, resolution found.
COM24021	29/04/2024	Public	Learner behaviour	Closed	Investigation completed, resolution found.
COM24022	7/05/2024	Learner	Learner behaviour	Closed	Concerns raised dealt with in Suspension process.
COM24025	16/05/2024	Learner	Learner behaviour	Closed	Escalated to appeal process.
COM24026	16/05/2024	Learner	Learner behaviour	Closed	Concerns raised dealt with in Suspension process.

COM24027	21/05/2024	Learner	Learner behaviour	Closed	Concerns raised dealt with in Suspension process.
COM24028	21/05/2024	Learner	Learner behaviour	Closed	Concerns raised dealt with in Suspension process.
COM24029	20/05/2024	Learner	Enrolment Issue	Closed	Investigation completed, resolution found.
COM24030	21/05/2024	Unknown	Uncertain	Closed	Complainant did not engage with process.
COM24031	28/05/2024	Unknown	Department issue	Closed	Investigation completed, resolution found.
COM24032	31/05/2024	Learner	Staff behaviour	Closed	Complaint not upheld.
COM24033	5/06/2024	Learner	Staff behaviour	Closed	Complainant did not engage with process.
COM24034	23/05/2024	Learner	Staff complaint	Closed	Complaint not upheld.
COM24035	11/06/2024	Learner	Learner behaviour	Closed	Complaint not upheld.
COM24036	14/06/2024	Learner group	Staff Communication	Closed	Complaint not upheld.
COM24037	25/06/2024	Learner	Academic matter	Closed	Investigation completed, resolution found.
COM24038	26/06/2024	Learner	Staff behaviour	Closed	Investigation completed, resolution found.
COM24039	22/07/2024	Public	Enrolment Issue	Closed	Complaint not upheld. Resolution found as good faith gesture.
COM24040	16/07/2024	Historic student	Staff misconduct	Closed	Inactionable.
COM24041	18/07/2024	Learner	Enrolment Issue	Closed	Complaint upheld.
COM24042	22/07/2024	Learner	Staff behaviour	Closed	Investigation completed, resolution found.
COM24043	30/07/2024	Learner	Staff complaint	Closed	Informally resolved.
COM24044	26/07/2024	Learner	Staff behaviour	Closed	Investigation completed, resolution found.

COM24045	23/07/2024	Learner	Admissions issue	Closed	Complaint not upheld.
COM24047	6/08/2024	Parent	Learner behaviour	Closed	Investigation completed, resolution found.
COM24048	14/08/2024	Learner	Academic misconduct	Closed	Investigation completed, resolution found.
COM24049	15/08/2024	Learner	Staff communication	Closed	Investigation completed, resolution found.
COM24051	17/08/2024	Learner	Academic matter	Closed	Complaint not upheld.
COM24052	23/08/2024	Learner	Academic matter	Closed	Investigation completed, resolution found.
COM24053	27/08/2024	Public	Staff misconduct	Closed	No grounds for complaint.
COM24054	28/08/2024	Public	Staff misconduct	Closed	No grounds for complaint.
COM24055	2/09/2024	Learner	Department obligations	Closed	Complaint not upheld.
COM24056	3/09/2024	Learner	International admission	Closed	Complaint partially upheld.
COM24057	4/09/2024	Learner	Staff performance	Closed	Investigation completed, resolution found.
COM24058	9/09/2024	Public	Learner behaviour	Closed	Inactionable.
COM24059	12/09/2024	Public	Learner behaviour	Closed	Inactionable.
COM24060	13/09/2024	Learner	Admissions issue	Closed	Complaint upheld.
COM24061	16/09/2024	Learner	Learner behaviour	Closed	Investigation completed, resolution found.
COM24062	16/09/2024	Learner	Staff behaviour	Closed	Complaint resolved outside process.
COM24063	18/09/2024	Former Learner	Course structure	Closed	Complaint not upheld.
COM24064	19/09/2024	Learner	Staff behaviour	Closed	Investigation completed, resolution found.

COM24065	30/09/2024	Learner	Staff performance	Closed	Investigation completed, resolution found.
COM24066	10/10/2024	Learner	Staff behaviour	Closed	Investigation completed, resolution found.
COM24067	15/10/2024	Learner group	Staff behaviour	Closed	Investigation completed, resolution found.
COM24068	29/10/2024	Learner group	Staff misconduct	Open	Complex, ongoing.
COM24069	31/10/2024	Learner	Learner behaviour	Closed	Investigation completed, resolution found.
COM24070	1/11/2024	Staff	Learner behaviour	Closed	Investigation completed, resolution found.
COM24071	7/11/2024	Learner	Learner behaviour	Closed	Complaint upheld.
COM24072	7/11/2024	Learner	Learner behaviour	Closed	Complaint not upheld.
COM24073	20/11/2024	Public	Staff behaviour	Closed	Complaint upheld.
COM24074	26/11/2024	Learner	Learner behaviour	Closed	Investigation completed, resolution found.
COM24075	27/11/2024	Learner	Staff communication	Closed	Complaint upheld.
COM24076	4/12/2024	Learner group	Staff behaviour	Open	Investigation nearing completion.
COM24077	6/12/2024	Public	Staff behaviour	Closed	Complaint not upheld.
CANCELLATION					
CAN24001	8/11/2024	Learner	Learner performance	Closed	Enrolment cancelled.
CAN24002	14/11/2024	Learner	Learner behaviour	Closed	Enrolment not cancelled.
CAN24003	16/12/2024	Learner	Academic misconduct/behaviour	Closed	Enrolment cancelled.

Key to abbreviations:

- ACD Academic appeals
- COM Complaints lodged with the Complaint & Policy Coordinator
- CAN Enrolment cancelled

Notifiable Privacy Breaches definition

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.