

COMPLAINTS AND ENQUIRIES REPORTING

1 July 2021 – 31 Jan 2022

This data is true and correct as at 1 February 2022

Reference	Date received	Raised by	Outline	Status	Outcome
OIA 21/005	23/08/21	Member of public	Request for data regarding demographic and employment status of learners	Closed	Summary data provided
OIA 21/006	14/09/21	Reporter	Complaint's data request	Closed	Summary data provided
OIA 21/007	20/09/21	Govt employee	Carbon neutrality data request	Closed	Summary data provided
OIA 21/008	29/09/21	Member of public	Parking enforcements data	Closed	Summary data provided
OIA 21/009	15/10/21	Researcher	Energy and emissions data request	Closed	Summary data provided
OIA 21/010	15/11/21	Learner	Personal communications	Closed	Information provided
OIA 21/011	19/11/21	Researcher	Learner data request	Closed	Summary data provided
OIA 21/012	16/12/21	Learner	Complaint's data request	Closed	Summary data provided
OIA 21/013	16/12/21	Learner	Meeting transcript request	Closed	Information provided
ACD 21/004	06/07/21	Learner	Appeal of withdrawal decision	Closed	Declined
ACD 21/005	03/08/21	Learner	Appeal of Compassionate Refund	Closed	Declined
ACD 21/006	04/10/21	Ex-Learner	Appeal of fees refund	Closed	Declined
ACD 21/007	17/12/21	Learner	Appeal alleged misconduct	Closed	Result overturned
CAN 21/004	16/11/21	Learner	Inappropriate behaviour	Closed	Cancellation withdrawn
PRB 21/012	22/09/21	Learner	Inappropriate behaviour		5-day probation
PRB 21/013	22/09/21	Learner	Inappropriate behaviour		5-day probation

PRB 21/014	22/09/21	Learner	Inappropriate behaviour		5-day probation
COM 21/036	02/07/21	Learner	Financial complaint	Closed	Refund processed
COM 21/037	06/07/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/038	08/07/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/039	15/07/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/040	21/07/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/041	26/07/21	Applicant	Application complaint	Closed	Ara is developing more transparency with application processes
COM 21/042	29/07/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/043	30/07/21	Learner	Academic complaint	Closed	Ara is improving processes
COM 21/044	09/08/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/045	12/08/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/046	18/08/21	Ex learner	Communications complaint	Closed	Issue resolved
COM 21/047	26/08/21	General public	Staff complaint	Closed	Action taken by People and Capability
COM 21/048	06/09/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/049	14/09/21	Learner	Communications complaint	Closed	Apology provided
COM 21/050	22/09/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/051	23/09/21	Ex learner	Financial complaint	Closed	No refund provided – outside of policy

COM 21/052	09/10/21	Learner	Inappropriate behaviour of fellow learner	Closed	Action taken by the Department
COM 21/053	03/11/21	Member of public	Communications	Closed	Response and apology provided
COM 21/054	05/11/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/055	05/11/21	Learner	Financial complaint	Closed	Issue resolved
COM 21/056	05/11/21	Learner	Academic complaint	Closed	Issue resolved
COM 21/057	05/11/21	Learner	Academic complaint	Closed	Issue resolved
COM 21/058	09/11/21	Learner	Academic complaint	Closed	Issue resolved
COM 21/059	10/11/21	Applicant	Communications	Closed	Issue resolved
COM 21/060	12/11/21	Learner	Academic complaint	Closed	Complaint withdrawn
COM 21/061	23/11/21	Learner	Academic complaint	Closed	Fees refund
COM 21/062	24/11/21	Member of public	Communications	Closed	Issue resolved
COM 21/063	24/11/21	Member of public	Academic complaint	Closed	Issue resolved
COM 21/064	06/12/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 21/065	07/12/21	Learner	Academic complaint	Closed	Issue resolved
COM 21/066	16/12/21	Staff member	Staff complaint	Closed	Action taken by People and Capability
COM 21/067	16/12/21	Staff member	Staff complaint	Closed	Action taken by People and Capability
COM 21/068	16/12/21	Staff member	Staff complaint	Closed	Action taken by People and Capability
COM 21/069	16/12/21	Learner	Academic complaint	Closed	Issue resolved
COM 21/070	16/12/21	Learner	Staff complaint	Closed	Action taken by People and Capability
COM 22/001	23/12/22	Applicant	Application complaint	Closed	Information provided
COM 22/002	23/12/22	Learner	Mandatory vaccinations	Closed	Information provided
COM 22/003	14/01/22	Learner	Academic complaint	Closed	Issue resolved
COM 22/004	24/01/22	Learner	Academic complaint	Closed	Issue resolved
COM 22/005	31/01/22	Staff member	COVID related	Closed	Follow-up re non-compliance
COM 22/006	31/01/22	Learner	COVID related	Closed	Issue resolved

SUS 21/006	22/10/21	Learner	Inappropriate behaviour	Completed	10 day suspension + Cancellation of enrolment
SUS 21/007	10/11/21	Learner	Inappropriate behaviour	Completed	10 day suspension
OMB 21/001	12/08/21	Ex learner	Complaint information	Closed	Not pursued by Ombudsman Investigator
PRV 21/016	26/08/21	Staff member	Privacy breach	Closed	Notification to Privacy Commissioner
PRV 21/017	10/12/21	Staff member	Privacy breach	Closed	Letter of apology to affected party
PRV 21/018	15/12/21	Staff member	Privacy breach	Closed	Letter of apology to affected party
PRV 21/019	19/12/21	Staff member	Privacy breach	Closed	Letter of apology to affected party

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.