

COMPLAINTS AND ENQUIRIES REPORTING

January - June 2021

This data is true and correct as at 1 July 2021.

Reference	Date received	Raised by	Outline	Status	Outcome
OIA 21/001	17 Feb 2021	Member of Parliament	Full time annual compulsory domestic learner services fee and student union membership fee charged between the years 2000&2020.	Closed	Information provided – closed 22 February 2021
OIA 21/002	12 March 2021	Ara applicant	Applicant waitlist information	Closed	Information provided – closed 12 March 2021
OIA 21/003	28 May 2021	Member of public	Security footage	Closed	Information provided – 30 June 2021
ACD 21/001	19 Mar 2021	Ara Learner	Assessment appeal	Closed	No grounds for appeal
ACD 21/002	30 Mar 2021	Ara Learner	Withdrawal	Closed	Misunderstanding of appeals process
ACD 21/003	16 June 2021	Ara Learner	Assessment appeal	Closed	No grounds for appeal
CAN 21/002	18 May 2021	Ara Learner	Safety of staff and students		Enrolment cancelled
CAN 21/003	11 June 2021	Ara Learner	Unacceptable behaviour		Enrolment cancelled
PRB 21/001	23 March 2021	Ara Learner	Outcome of a complaint		Learner on probation for semester one
PRB 21/002	23 March 2021	Ara Learner	Outcome of a complaint		Learner on probation for semester one
PRB 21/003	23 March 2021	Ara Learner	Outcome of a complaint		Learner on probation for semester one

PRB 21/004	23 March 2021	Ara Learner	Outcome of a complaint		Learner on probation for semester one
PRB 21/005	23 March 2021	Ara Learner	Outcome of a complaint		Learner on probation for semester one
PRB 21/006	23 March 2021	Ara Learner	Outcome of a complaint		Learner on probation for semester one
PRB 21/007	23 March 2021	Ara Learner	Outcome of a complaint		Learner on probation for semester one
PRB 21/008	23 March 2021	Ara Learner	Outcome of a complaint		Learner on probation for semester one
PRB 21/009	21 April 2021	Ara Learner	Outcome of a complaint		Learner on probation for semester one
PRB 21/010	21 April 2021	Ara Learner	Outcome of a complaint		Learner on probation for semester one
PRB 21/011	11 June 2021	Ara Learner	Inappropriate behaviour		Learner on probation for semester one
COM 21/001	8 January 2021	Parent of student	Academic	Closed	Permission requested but denied – could not progress complaint
COM 21/002	25 January 2021	General public	Inappropriate behaviour	Closed	Not an Ara employee – could not progress complaint
COM 21/003	16 February 2021	Ara Learner	Inappropriate behaviour	Closed	Managed by Dept
COM 21/004	10 February 2021	Ara Learner	Academic	Closed	Managed by Student Advocate
COM 21/005	18 February 2021	Ara Learner	Academic	Closed	Offer of future support
COM 21/006	2 March 2021	Ara Applicant	Poor or inaccurate communication	Closed	Review of Ara communications
COM 21/007	3 March 2021	Ara Learner	Academic	Closed	Advised of academic appeals process
COM 21/008	4 March 2021	Ara Learner	Financial	Closed	Refund processed
COM 21/009	2 March 2021	Ara Learner	Poor or inaccurate communication	Closed	Correction made and letter resent

COM 21/010	11 March 2021	Ara Learner	Staff complaint	Closed	Action taken by People and Culture
COM 21/011	12 March 2021	Ara Learner	Inappropriate behaviour	Closed	Learners put on probation
COM 21/012	11 March 2021	Ara Learner	Inappropriate behaviour	Closed	Learners put on probation
COM 21/013	15 March 2021	Ara Learner	Staff complaint & academic	Closed	Meeting with complainant
COM 21/014	12 March 2021	General public	Inappropriate behaviour	Closed	Insufficient information
COM 21/015	17 March 2021	Ara Learner	Academic	Closed	Teaching materials reviewed and amended
COM 21/016	15 March 2021	Ara Learner	Academic	Closed	Appeal declined
COM 21/017	20 March 2021	General public	Academic and communications	Closed	Process and information improvements actioned.
COM 21/018	22 March 2021	Ara Learner	Staff complaint	Closed	Meeting and apology provided to learner
COM 21/019	29 March 2021	Ara Learner	Communication – inaccurate information	Closed	Full refund provided
COM 21/020	30 March 2021	Ara Learner	Staff complaint	Closed	Apology to learner
COM 21/021	7 April 2021	Ara Learner	Inappropriate behaviour	Closed	Dept worked with learner
COM 21/022	8 April 2021	Ara Learner	Academic	Closed	No response from complainant
COM 21/023	8 April 2021	General public	Communication	Closed	Apology
COM 21/024	9 April 2021	Ara Learner	Staff complaint	Closed	Action taken by People and Culture
COM 21/025	9 April 2021	Ara Learner	Communication	Closed	Dept worked with learner
COM 21/026	15 April 2021	Ara Learner	Appeal	Closed	No response from complainant
COM 21/027	15 April 2021	Ara Learner	Inappropriate behaviour	Closed	Dept worked with learner
COM 21/028	30 April 2021	Ara Learner	Staff complaint	Closed	Action taken by People & Culture
COM 21/029	5 May 2021	General public	Inappropriate behaviour	Closed	Dept worked with learner
COM 21/030	15 May 2021	General public	Unknown	Closed	Insufficient information to pursue complaint
COM 21/031	18 May 2021	General public	Staff complaint	Closed	Apology
COM 21/032	28 May 2021	General public	Inappropriate behaviour	Closed	Information provided
COM 21/033	3 June 2021	Ara Learner	Academic	Closed	Improvements to programme instigated

COM 21/034	15 June 2021	General Public	Academic	Closed	Improvements to programme instigated
COM 21/035	17 June 2021	Ara Learner	Academic	Closed	Improvements to programme instigated
SUS 21/001	26 February 2021	Ara Learner	Inappropriate behaviour		5 day suspension
SUS 21/004	7 May 2021	Ara Learner	Staff and learner safety concerns		Enrolment cancelled 18/05/21
SUS 21/003	27 May 2021	Ara Learner	Inappropriate behaviour		Enrolment cancelled 11/06/21

#### 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