

COMPLAINTS AND ENQUIRIES REPORTING

1 August 2023 – 31 Jan 2024

This data is true and correct as at 31 Jan 2024

Reference	Date received	Raised by	Theme	Status	Outcome
ACD 23004	11/09/23	Student	Behavioural management	Closed	Appeal upheld
ACD 23005	5/10/23	General public	Assessment outcome of student	Closed	Appeal upheld
ACD 23006	7/10/23	General public	Behavioural management	Closed	Appeal upheld
ACD 23007	17/10/23	Student	Academic misconduct	Closed	Appeal upheld
ACD 23008	31/10/23	Student	Assessment outcome	Closed	Appeal declined
ACD 23009	6/11/23	Student	Assessment outcome	Closed	Appeal upheld
ACD 23010	8/11/23	Student	Assessment outcome	Closed	Appeal upheld
ACD 23011	27/11/23	Student	Assessment outcome	Closed	Appeal declined
COM 23051	4/08/23	Student	Lack of learning assistance	Closed	Investigation completed and resolution found
COM 23052	4/08/23	General public	Lack of support from tutors	Closed	Investigation completed and resolution found
COM 23053	14/08/23	Student	Staff complaint	Closed	Action taken by People and Capability
COM 23054	15/08/23	Student	Inappropriate behaviour	Closed	Mediation and resolution found
COM 23055	15/08/23	General public	General enquiry about a student	Closed	No response possible due to privacy restrictions
COM 23056	21/08/23	General public	O house complaint	Closed	Investigation completed and resolution found
COM 23057	24/08/23	Staff member	Staff complaint about staff	Closed	Action taken by People and Capability
COM 23058	29/08/23	Student	Customer service	Closed	No response from complainant within 90 calendar days

COM 23059	29/08/23	Student	Staff complaint	Ongoing	Investigation by People and Capability
COM 23060	29/08/23	Student	Staff complaint	Ongoing	Investigation by People and Capability
COM 23061	29/08/23	Student	Staff complaint	Ongoing	Investigation by People and Capability
COM 23062	29/08/23	Student	Staff complaint	Ongoing	Investigation by People and Capability
COM 23063	29/08/23	Student	Anonymous complaint about staff	Closed	Investigation undertaken
COM 23064	11/09/23	General public	Lack of support from tutors	Closed	Investigation completed and resolution found
COM 23065	25/08/23	Student	Staff complaint	Ongoing	Investigation by People and Capability
COM 23066	25/08/23	Student	Staff complaint	Ongoing	Investigation by People and Capability
COM 23067	25/08/23	Student	Staff complaint	Ongoing	Investigation by People and Capability
COM 23068	14/09/23	Student	Anonymous complaint about student	Closed	Investigation found complaint laid against general public (not an Ara student)
COM 23069	14/09/23	Student	Staff complaint	Ongoing	Investigation by People and Capability
COM 23070	22/09/23	Student	Course content questioned	Closed	Tutor investigation and remediations made
COM 23071	25/09/23	Student	Technology issues	Closed	Investigation completed and resolution found
COM 23072	27/09/23	Student	Course concerns	Closed	Investigation completed and a number of resolutions implemented
COM 23073	4/10/23	Student	Course concerns	Closed	Investigation completed and a number of resolutions implemented

COM 23074	5/10/23	Student	Course concerns	Closed	Investigation completed and a number of resolutions implemented
COM 23075	6/10/23	Student	Lack of communication regarding withdrawal	Closed	Investigation completed and resolution found
COM 23076	10/10/23	General public	Issues with academic testing	Closed	Investigation completed, resit organised
COM 23077	16/10/23	Student	Anonymous staff complaint	Closed	Investigation completed and resolution found
COM 23078	19/10/23	General public	Anonymous - Lack of communication around enrolment enquiries	Closed	Investigations undertaken and action taken
COM 23079	19/10/23	General public	Nonspecific complaint around student discontent	Closed	Not investigated as per section 2.4 & 7.5 of CPP117c Ara Complaints Procedure
COM 23080	20/10/23	Student	Staff complaint	Closed	Investigation by People and Capability
COM 23081	25/10/23	Student	Course passed, but no certification received	Closed	Investigation undertaken and certificate couriered
COM 23082	2/11/23	Student	Staff complaint	Closed	Investigation by People and Capability
COM 23083	6/11/23	Student	Staff complaint	Ongoing	Investigation by People and Capability
COM 23084	8/11/23	Student	Academic complaint	Closed	Investigated by department and resolution found
COM 23085	9/11/23	Student	Staff complaint	Closed	Investigation by People and Capability
COM 23086	9/11/23	Student	Multiple concerns – staff and support	Ongoing	Investigation by People and Capability and Department
COM 23087	20/11/23	Student	Anonymous – lack of support	Closed	No response from complainant after 90 calendar days
COM 23088	23/11/23	Student	Student inappropriate behaviour	Closed	Investigation undertaken by department and resolution found

COM 23089	23/11/23	General public	Customer service	Closed	Investigation undertaken and resolution found
COM 23090	11/12/23	Student	Lack of communication around enrolment enquiries	Closed	Investigation undertaken and resolution found
COM 23091	12/12/23	Student	Lack of support	Closed	Investigation undertaken and resolution found
COM 24001	12/01/24	Student	Concerns with communication for enrolment requirements	Closed	Investigation undertaken and apology provided
COM 24002	15/01/24	General public	Enrolment concerns	Closed	Investigation undertaken and explanation provided
COM 24003	23/01/24	General public	Historical complaint around staff behaviour	Closed	Complaint outside policy time frames
PRV 23/010	18/12/2023	General public	Request for information – application for employment	Closed	Information provided
PRV 23/011	19/12/2023	Staff	Incorrect email	Closed	Learner advised

Key to abbreviations:

- OIA Requests for official information – OIA information became a centralised service for Te Pūkenga in 2023/24
- 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
- TRES Trespass notice served

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.