

Breakdown of Complaints – 01 Jan 2026-30 June 2026

Reference	Date Received	Raised by	Theme	Status	Outcome
Appeals					
ACD26001	2026.03.03	Learner	Academic Performance	Closed	Not upheld.
ACD26002	2026.06.05	Learner	Process concern	Closed	Upheld
ACD26003	2026.06.09	Learner	Non-Engagement Withdrawal	Closed	Not upheld
ACD26004	2026.06.18	Learner	Academic Performance	Closed	Not upheld
ACD26005	2026.06.19	Learner	Academic Misconduct	Closed	Not upheld
ACD26006	2026.06.19	Learner	Academic Misconduct	Closed	Not upheld
ACD26007	2026.06.19	Learner	Academic Misconduct	Closed	Not upheld
ACD26008	2026.06.30	Learner	Academic Performance	Closed	Not upheld
Complaints					

COM26001	2026.02.19	Learner	Customer Service	Closed	Not substantiated
COM26002	2026.01.29	Learner	Customer Service	Closed	Not substantiated
COM26003	2026.02.20	Public	Facilities	Closed	Not substantiated
COM26004	2026.02.24	Learner	Learner Complaint	Closed	Partially Substantiated
COM26005	2026.03.02	Learner	Staff Complaint	Closed	Not substantiated
COM26006	2026.03.09	Learner	Policy Process, Staff Complaint	Closed	Partially substantiated
COM26007	2026.03.27	Learner	Staff Complaint	Closed	Not substantiated
COM26008	2026.03.24	Parent	Finance	Closed	Not substantiated
COM26009	2026.03.27	Group of learners	Facilities	Closed	Substantiated
COM26010	2026.04.01	Public	Timetabling	Closed	Substantiated
COM26011	2026.04.21	Public	Staff Complaint.	Closed	Not substantiated
COM26012	2026.05.06	Learner	Learner behaviour.	Closed	Not substantiated
COM26013	2026.05.05	Public	Academic.	Closed	Not substantiated
COM26014	2026.05.13	Learner	Learner behaviour.	Closed	Not substantiated
COM26015	2026.05.05	Learner	Academic.	Closed	Substantiated

COM26016	2026.05.06	Learner	Staff complaint.	Closed	Not substantiated
COM26017	2026.05.13	Learner	Process complaint.	Closed	Substantiated
COM26018	2026.05.26	Staff member	Learner behaviour.	Closed	Substantiated
COM26019	2026.06.08	Learner	Learner behaviour.	Closed	Substantiated
COM26020	2026.06.04	Learner	Ara complaint.	Closed	Not substantiated
COM26021	2026.05.26	Public	Ara complaint.	Closed	Not substantiated
COM26022	2026.06.29	Public	Admissions.	Closed	Not substantiated
COM26023	2026.06.25	Learner	Staff complaint.	Open	TBD
COM26024	2026.06.30	Learner	Staff complaint.	Open	TBD
COM26025	2026.06.17	Learner	Staff complaint.	Closed	Not substantiated
COM26026	2026.06.30	Learner	Staff complaint.	Closed	Partially substantiated
Suspension					
SUS26001	2026.02.12	Learner	Learner behaviour	Closed	Suspension complete, no further action.
SUS26002	2026.02.12	Learner	Learner behaviour	Closed	Suspension complete, no further action.

SUS26003	2026.03.13	Learner	Learner behaviour	Closed	Suspension complete, learner placed on behaviour improvement plan.
SUS26004	2026.04.24	Learner	Learner behaviour	Closed	Suspension complete, learner placed on behaviour improvement plan.
SUS26005	2026.04.28	Learner	Learner behaviour	Closed	Suspension complete, learner placed on behaviour improvement plan.
SUS26006	2026.06.05	Learner	Learner behaviour	Closed	Suspension complete, no further action.
Official Information Act (OIA)					
OIA26001	2025.12.22	External		Closed	
OIA26002	2026.02.11	External		Closed	
OIA26003	2026.02.17	Learner		Closed	
OIA26004	2026.03.11	External		Closed	
OIA26005	2026.03.30	External		Closed	
OIA26006	2026.04.13	External		Closed	
OIA26007	2026.04.08	External		Closed	
OIA26008	2026.04.16	External		Closed	
OIA26009	2026.04.24	Learner		Closed	

OIA26010	2026.05.08	External		Closed	
OIA26011	2026.06.29	External		Closed	
Ombudsman (OMB)					
OMB26001	2026.04.07	External		Closed	Matter closed, no recommendations applied to Ara.
OMB26002	2026.05.14	External		Open	TBD
Refusal of Enrolment					
REF26001	2026.05.19	Former Learner	Behaviour	Closed.	Learner re-enrolled.

Key to abbreviations:

- ACD – Academic appeals
- COM – Complaints
- SUS – Suspensions
- OIA – Official Information Act
- REF – Refusal of Enrolment
- OMB – Ombudsman