

COMPLAINTS AND ENQUIRIES REPORTING

July - December 2020

This data is true and correct as at 1 December 2020.

| Reference | Date received | Raised by | Outline | Status | Outcome |
|------------|-------------------|------------------------------|--|--------|---|
| OIA 20/006 | 7 July 2020 | NZ taxpayers Union Inc | Staff credit card purchases and reimbursements | Closed | Information provided. OIA closed 22 July 2020 |
| OIA 20/007 | 8 July 2020 | Student | All email correspondence | Closed | Information provided. OIA closed 31 July 2020 |
| OIA 20/008 | 12 August 2020 | Student | All email correspondence | Closed | No information existed. OIA closed 25 August 2020 |
| OIA 20/009 | 31 August 2020 | Office of the National Party | Policies and research collaborations with foreign universities | Closed | Information provided. OIA closed 23 September 2020 |
| OIA 20/010 | 8 September 2020 | Researcher | Animal ethics committee applications in the last 5 years. | Closed | Information/ explanation provided. OIA closed 17 September 2020 |
| OIA 20/011 | 25 September 2020 | Student | All correspondence relevant to their midwifery placement | Closed | Information provided. OIA closed 12 October 2020. |
| OIA 20/012 | 30 September 2020 | NZ Anti-Vivisection Society | Information pertaining to whether Ara Ltd maintains a breeding unit to supply animals for research, testing and teaching | Closed | Information provided. OIA closed 12 October 2020. |
| OIA 20/013 | 27 October 2020 | Student | All email correspondence | Closed | No Information existed. OIA closed 24 November 2020. |
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| OMB 20/003 | 24 August 2020 | Ombudsman Office | 2018 compassionate withdrawal query (process query) | Closed | Closed by the Ombudsman 1 September 2020 |
| OMB 20/005 | 19 October 2020 | Ombudsman Office | Assessment appeal | Closed | Closed by the Ombudsman 20 October 2020 |

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| HRC 20/002 | 16 September 2020 | Ara applicant | Disability | Ongoing | Referred to People and Culture. |
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| COM 20/003 and 004 | 1 March 2020 | Student | Conduct matter, referred to NZ Police | Closed | |
| COM 20/010 | 21 May 2020 | Student | Staff member | Closed | Referred to People and Culture, issue resolved. |
| COM 20/011 | 21 May 2020 | Student | Staff member | Closed | Referred to People and Culture, issue resolved. |
| COM 20/012 | 3 July 2020 | Student | Behaviour | Closed | Referred to HOD, issue resolved |
| COM 20/013 | 8 July 2020 | Student | Course advice | Closed | Refund provided |
| COM 20/014 | 8 July 2020 | Student | COVID-19 | Closed | Partial refund |
| COM 20/015 | 22 July 2020 | Student | Course advice | Closed | Partial refund |
| COM 20/016 | 28 July 2020 | Student | Student fees | Closed | Partial refund |
| COM 20/017 | 29 July 2020 | Student | International learner Visa | Closed | INZ issue that cannot be solved by Ara. Ara have provided feedback to INZ. |
| COM 20/018 | 3 August 2020 | Student | COVID-19 | Closed | Refund provided |
| COM 20/019 | 12 August 2020 | Concerned parent | COVID-19 | Closed | Provided clarity around what Ara's policy is |
| COM 20/020 | 21 August 2020 | Student | Course advice | Closed | Learner allowed to progress |
| COM 20/021 | 21 August 2020 | Student | Staff member | Closed | Referred to People and Culture, issue resolved |
| COM 20/022 | 25 August 2020 | Staff member | Culture | Ongoing | Referred to People and Culture, issue resolved |
| COM 20/023 | 25 August 2020 | Students | Inappropriate conduct | Ongoing | Safety plan implemented and monitored |
| COM 20/024 | 14 August 2020 | Member of public | Cyber bullying | Closed | Feedback and communication sent to complainant |
| COM 20/025 | 20 August 2020 | Concerned parent | COVID-19 | Closed | Provided feedback |
| COM 20/026 | 28 August 2020 | Member of public | Staff member | Closed | Referred to People and Culture, issue resolved |

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| COM 20/027 | 2 September 2020 | Student | Course results and course withdrawal | Closed | Refund provided |
| COM 20/028 | 7 September 2020 | Student | Staff member | Closed | Referred to People and Culture, issue resolved |
| COM 20/029 | 11 September 2020 | Student | Staff member | Ongoing | Referred to People and Culture |
| COM 20/030 | 16 September 2020 | Student | Payment of fees issues/concerns | Closed | Account settled |
| COM 20/031 | 17 September 2020 | Student | Staff member | Closed | Referred to People and Culture, issue resolved |
| COM 20/032 | 29 September 2020 | Student | TANZ course. | Closed | Partial refund |
| COM 20/033 | 30 September 2020 | Student | Fees free learning eligibility | Closed | Fees free fully utilised. |
| COM 20/034 | 6 October 2020 | Former student | Student debt with IRD | Ongoing | Waiting for consent to discuss with parents |
| COM 20/035 | 8 October 2020 | Former student (2016) | Driver training | Closed | Resolution agreed |
| COM 20/036 | 14 October 2020 | Student | Student debt | Closed | Debt outstanding. |
| COM 20/037 | 16 October 2020 | Student | Driver training. | Closed | Resolution agreed |
| COM 20/038 | 19 October 2020 | Student | Vet nursing | Ongoing | Student has not replied to correspondence |
| COM 20/039 | 22 October 2020 | Student | Academic processes | Closed | Resolution agreed |
| COM 20/040 | 29 October 2020 | Student | Driver training | Closed | Resolution agreed |
| COM 20/041 | 10 November 2020 | Student | TTAF | Closed | Refund provided. |
| COM 20/042 | 16 November 2020 | Student | Staff member | Ongoing | Referred to People and Culture, issue resolved |
| COM 20/043 | 16 November 2020 | Member of public | Staff member | Closed | Referred to People and Culture, issue resolved |
| COM 20/044 | 19 November 2020 | Student | COVID-19 | Closed | Partial refund |
| COM 20/045 | 20 November 2020 | Student | Outstanding debt with Ara | Closed | Debt outstanding |
| COM 20/046 | 23 November 2020 | Student | Student fees | Closed | Fees refund provided |
| COM 20/047 | 19 November 2020 | Student | Alleged harassment | Closed | Met with learner to discuss allegations |

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| COM 20/048 | 26 November 2020 | Student | Staff member | Closed | Referred to People and Culture, issue resolved |
| COM 20/049 | 26 November 2020 | Student | Reconsideration | Ongoing | Complaint referred to: HoD Complaints Co-ordinator Acting DCE AIR |
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| SUS 20/004 | 6 August 2020 | Student | 5 day suspension plus extension for further 10 days | Closed | CE cancelled enrolment |
| SUS 20/005 | 27 October 2020 | Student | 5 day suspension plus extension of further 10 days | Closed | No longer a student at Ara |
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| CAN/20/005 | 6 July 2020 | Student | Failure to meet academic contract requirements | Closed | CE cancelled enrolment |
| CAN/20/006 | 17 August 2020 | Student | Inappropriate behaviour | Closed | CE cancelled enrolment |
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| REF/20/003 | 5 November 2020 | Student | Insufficient academic progress | Closed | Student successfully appealed refusal |
| REF/20/004 | 5 November 2020 | Student | Insufficient academic progress | Closed | Student successfully appealed refusal. |
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| ACD/20/001 | 24 August 2020 | Student | Appeal of clinical midwifery placement grade | Closed | Grade outcome upheld |
| ACD/20/002 | 1 December 2020 | Student | Academic assessment appeal | Closed | Grade outcome upheld |
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| PRV 20/005 | 7 July 2020 | Staff Member | Privacy breach | Closed | Letter of apology |
| PRV 20/006 | 3 August 2020 | Staff Member | Privacy breach | Closed | Letter of apology |
| PRV 20/007 | 3 August 2020 | Staff Member | Privacy breach | Closed | Letter of apology |
| PRV 20/008 | 3 August 2020 | Staff Member | Privacy breach | Closed | Letter of apology |
| PRV 20/009 | 29 September 2020 | Staff Member | Privacy breach | Closed | Letter of apology |

Key to abbreviations

PRV Requests for personal information and privacy information

OIA Requests for official information

OMB Complaints lodged with the Office of the Ombudsman

HRC Complaints raised with the Human Rights Commission

ACD Academic appeals

COM Complaints lodged with the Complaints Coordinator

REF Refusal of entry into a course/programme

CAN Enrolment cancelled

SUS Learner suspended from course/programme