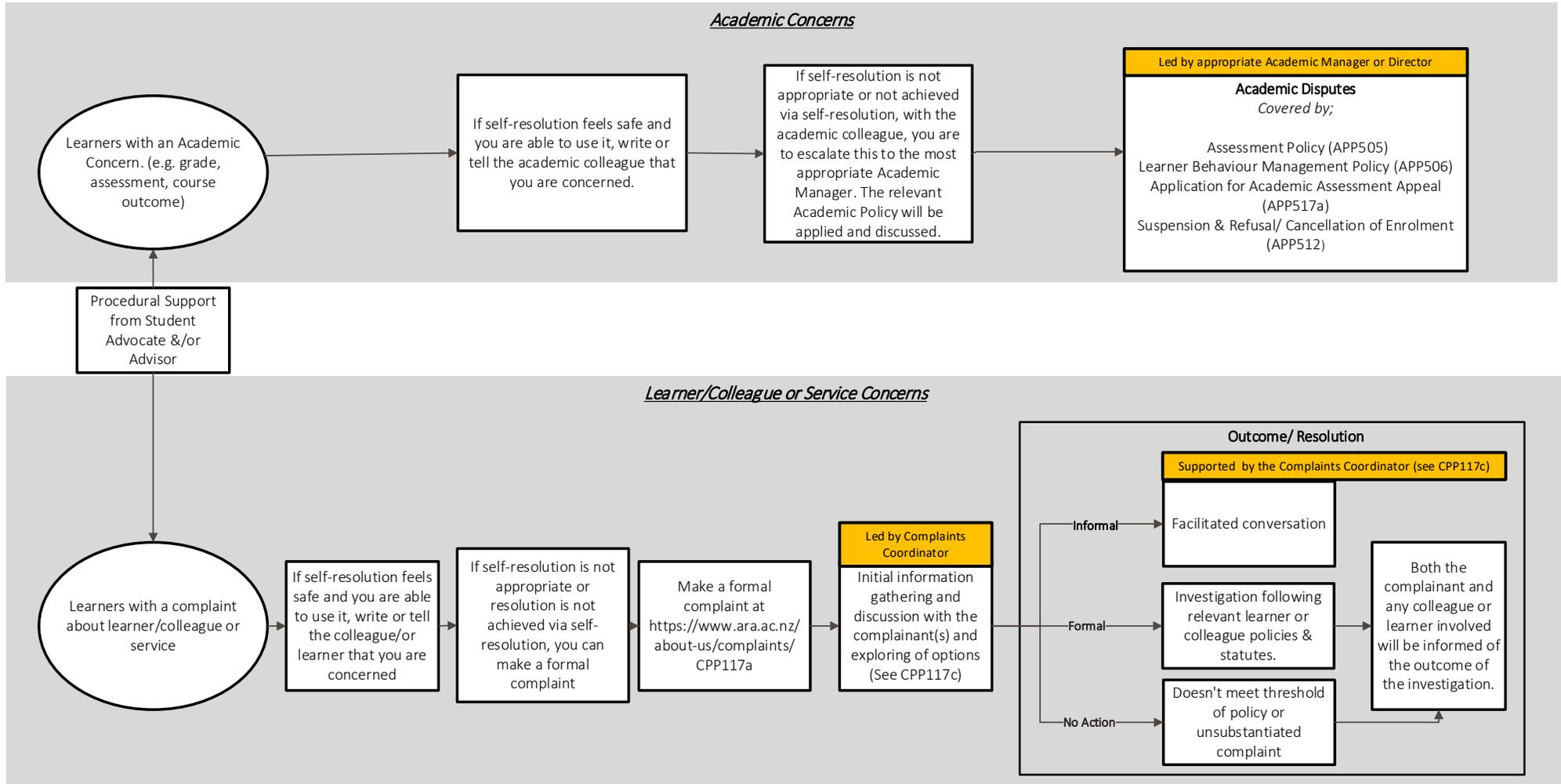


Student Complaint Flowchart

In the event of immediate danger or threat to safety, call the Police on 111 and then Security on 03 940 8076. Students who are considering making a complaint should refer to [CPP117c Student Complaints Procedure](#) and the process below.



INFORMUS (Anonymous Reporting System)

If you wish to make an anonymous disclosure you can do so through INFORMUS. You will be asked to complete an online form which allows Ara to collect statistical and thematic information about the issue/event you wish to raise. The INFORMUS webpage contains information about the process and what happens when you submit an anonymous report. Please refer to the INFORMUS FAQ webpage for further information.

Additional Information

- CPP222 Addressing Bullying, Harassment and Discrimination Policy
- CPP117 Raising Problems or Complaints
- CPP117a Raising Problems or Complaints form
- CPP117c Raising Problems or Complaints Procedures
- APP506 Probation policy
- APP512 Suspension Cancellation and Refusal of enrolment policy
- APP301 Learner Responsibilities and Rights
- APP301a Learner Responsibilities and Rights handout

Contacts

- Tutors/Programme Manager
- Academic Manager/Head of Department
- Complaints Coordinator
- Student Advocate
- Class Representatives
- Student Wellbeing Advisor