Purpose

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 came into effect on 1 January 2022. This legislation sets out requirements on tertiary education providers for public reporting of statistics on the number and nature of student complaints (clause 13(f)(i)), student experiences with the complaints process (clause 13(f)(ii)), and critical incidents (clause 10(3)(g)).

Definitions

Concern: when a student experiences an incident they perceive as negative or unsatisfactory and wishes to voice their displeasure. They may do so for the purpose of raising awareness, receiving an apology or acknowledgement, having a decision made or action taken, to have a record of the issue, improving existing services and/or processes. Concerns are considered informal and informal resolution options are sought prior to escalating to a formal complaint.

Critical Incidents: any unplanned or unforeseen traumatic event affecting a student or students that has an impact on the University, its staff, its students and/or the wider community, or any actions of a UC student which, in virtue of their nature, give rise to significant alarm for the safety of other students, staff and/or the wider community. Critical incidents include all student deaths on campus and all off-campus deaths of a student who had been assessed by the University as being a learner at risk. This includes all events or matters where a student has experienced serious physical or mental harm and either planning, managing the event or matter was inadequate, a plan was not followed, or an external review or investigation was carried out.

Formal Complaint:

students through the UCSA Advocacy and Welfare team Care team.

The current procedures require formal complaints to be submitted in writing via email and evidence provided, when applicable. The GAPA monitors the email inbox and records incoming items in an Excel spreadsheet. The University is looking to implement an online system which would allow for a more a simplified process for students to lodge a complaint, self-identify under specified diverse groups, and track the progress of the complaint.

UC also operates a health and safety reporting system, Assura, for the implementation of our Health, Safety and Wellbeing Policy and maintaining our compliance against the Health and Safety at Work Act 2015.

complaint resolution. The University is planning the implementation of a centralised online system to better facilitate the complaints process for both students and staff.
<u>Critical Incidents</u>