

# COMPLAINT CATEGORIES

## Academic Misconduct

- Cheating
- Collusion with others
- Plagiarism
- Falsifying data
- Research misconduct
- Provision of falsified records
- Other

## Academic Status/Appeals

- Assessment appeals
- Examination appeals
- Other

## Admissions

- Application for admission
- Eligibility criteria
- Refusal of admission
- Other

## Breach of Privacy

- Data breach
- Other

## Compliance Breach

- Age Discrimination Act 2004
- Biosecurity Act 2015
- Competition and Consumer Act 2010
- Copyright Act 1968
- Corruption, Crime and Misconduct Act 2003
- Disability Services Act 1993
- Equal Opportunity Act 1984
- Gene Technology Act 2000
- Nuclear Non-Proliferation (Safeguards) Act 1987
- Occupational Safety and Health Act 1984
- Public Interest Disclosure Act 2003
- Racial Discrimination Act 1975
- Radiation Safety Act 1975
- Sex Discrimination Act 1984
- State Records Act 2000
- Workplace Gender Equality Act 2012

## Computer Software / System Concerns

- Abacus Labs
- Alesco
- Blackboard
- iLecture
- Online Services
- Printing Services

- Remote Access
- Rubrics
- Staff Oasis
- Turnitin
- Other

## Conflict of Interest - Failure to Declare

- Close personal relationships between individuals
- Close personal relationships between individuals and students
- Financial interests
- Gifts, benefits and hospitality
- Multiple roles (includes conflicts of duty)
- Personal benefits
- Personal views of individuals towards others
- Public comment
- Research
- Secondary employment (includes private consultancies)
- Sponsorships and other agreements
- Use of official information
- Use of university facilities and equipment

## Customer Service

- Rude or unhelpful staff
- Incorrect or conflicting advice
- Poor response to information requests
- Lack of communication
- Expectations not met
- Service standards
- Unreasonable delays
- Other

## Disability Access and Inclusion

- Services and events
- Buildings and facilities
- Information
- Services
- Complaints
- Public consultation
- Employment

## Discrimination

- Age
- Disability
- Ethnicity
- Gender
- Linguistic
- Martial

# COMPLAINT CATEGORIES

- Pregnancy
- Racial
- Religious
- Sexual harassment
- Sexual orientation
- Socio economic status
- Other

## Employment

- Change management
- Redundancy
- Termination of employment
- Termination of contract
- Workplace performance
- Suspension from employment
- Leave applications
- Position descriptions
- Research key performance indicators
- Work planning and performance review
- Other

## Enrolment

- Cancellation of enrolment
- Delays with enrolment application
- Recognition of prior learning
- Termination of enrolment
- Timetabling or courses
- Withdrawal/cancellation of courses
- Incorrect course information provided
- Other

## Feedback

- Compliment about staff member
- Negative feedback
- Positive feedback

## Fees and Charges

- Student services and amenities fee (SSAF)
- Fines and debts
- Late fees
- Document fees
- Special processing and service fees
- Printing and photocopying fees
- Other

## GENERAL ENQUIRY

### General Misconduct

- Interfering with the freedom of other people
- Disruption teaching

- Disrupting meetings, ceremonies or other official events
- Threat of violence
- Trespassing
- Damage to property
- Misuse of computers
- Bullying (alleged)
- Harassment
- Inappropriate behaviour
- Inappropriate comments
- Inappropriate language
- Offensive behaviour
- Other

## Occupational Health and Safety concerns

- Noise
- Smoking on campus
- Other

## Parking

- Lack of bays
- Infringements
- Parking fees
- Other

## Policy, Process and Procedures of the University

- Decision made by the University
- Breach of policy
- Other

## Recruitment Process

- Offer of employment
- No feedback on application
- Long delays with application process
- Selection process
- Other

## Security

- Behaviour of Security Personnel
- Other

## Serious Misconduct

- Maladministration (contrary to law)
- Corrupt conduct
- Pecuniary interests
- Possible breaches of the University's Code of Conduct
- Possible breaches of the University's Code of Conduct – Sexual Assault
- Dereliction of duties
- Other

# COMPLAINT CATEGORIES

## Student Guild

- Guild Matters – not within the jurisdiction of the university
- Guild Commercial Operations
- Other

## Student Services

- Examinations
- Official documents
- Graduations
- Scholarships
- Student Service Centre
- Other

## Teaching

- Quality of lectures
- Quality of course materials
- Quality of teaching/support/guidance/feedback
- Quality of teaching facilities/theatre
- Other