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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)).

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: when a student experiences an incident they perceive as negative or unsatisfactory and wish 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, having a record of the issue, or improving existing services and/or processes. Concerns are considered informal and informal resolution options are sought prior to escalating to a formal complaint.

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.

: when a student experiences a situation that is considered serious, complex, has multiple aspects, or was unresolved from previously raising a concern. They may lodge a formal complaint after having already attempted to resolve the issue informally or they don't consider informal resolution appropriate. They may wish to lodge a formal complaint to initiate an employment process or behavioural investigation, to



