

- a. **What is the total revenue, and what percentage of your overall revenue, that comes in the form of commission fees that you get from business accommodation partners?**

Nil as we do not earn any commission from our accommodation partners.

- b. **What is the exact number of complaints you have received from students about the housing that is provided via your business accommodation partners?**

The University has a robust Student Complaints [Policy](#) and [Procedure](#) which details the steps the university takes when a complaint is raised. This policy and procedure are reviewed and updated regularly to ensure best practice and currency. Since 2019, we have received 21 formal complaints under this policy and procedure regarding accommodation.

- c. **What is an exact breakdown of the categories or reasons for complaints from students about the housing provided via your business accommodation partners?**

The [Student Complaints Procedure](#) lists the general areas for student complaints. However, in the context of residential services, we predominately see low level complaints in the following areas:

- Complaints regarding room inspections.
- Complaints about car parks and access to rooms.
- Complaints about the presentations of rooms or pricing.
- Complaints about personal items missing.
- Complaints regarding termination of tenancy.
- Complaints about noise.
- Complaints about having to move rooms.

- d. **What is the exact breakdown of the number and proportion of complaints by business accommodation partner?**

From 2019, the University received a total of 21 formal reports. The exact breakdown of these complaints are as follows:

Type	Number
Complaints regarding room inspections	2
Complaints about car parks and room access	8
Complaints about the rooms or pricing.	4
Complaints about personal items missing.	3
Complaints regarding termination of tenancy.	1
Complaints about noise.	1
Complaints about having to move rooms.	2

- e. **What is the process for students to complain about student accommodation that is organised through your business accommodation partners?**
- f. **What steps do you take to investigate the complaint?**

Students have multiple avenues to raise concerns regarding their experience living in our student accommodation underpinned by our [Student Complaints Policy](#) and [Student](#)

[Complaints Procedure](#). When a student comes forward to complain about their experience, the university ensures a trauma-informed process whereby confidentiality is paramount. As a central entry point, students can approach the Safe and Fair Communities Unit (SAFCU) to talk about their complaint and seek a resolution. The steps include:

- SAFCU will acknowledge the complaint, assess the complaint and refer the matter to the relevant area for follow up / investigation (Campus accommodation, relevant senior officer within the accommodation) with an appropriate file note created.
- If the matter is reported directly to the specific accommodation. A senior officer acknowledges the complaint, assess the complaint and establishes some form of remediation at the local level. An appropriate file note is created.
- As per [The Student Complaints Procedure](#) and depending on the level of severity, SAFCU will formally investigate the complaint.

g. What steps do you take to ensure the issues raised are appropriately addressed?

The University has a robust Student Complaints [Policy](#) and [Procedure](#) which details the steps the university takes when a complaint is raised. This policy and procedure are reviewed and updated regularly to ensure best practice and currency.

h. Are these steps codified in a University policy or are they purely discretionary? If the former, please provide these policies/guidelines.

The steps for student complaints are codified in our Student Complaints [Policy](#) and [Procedure](#).

i. How many and what proportion of complaints were resolved in favour of the complainant?

For formal complaints through SAFCU, we received 21 complaints. The majority of these complaints related to noisy rooms, requests to move, inspections and also encompass residential parking-related matters. Of the 21 complaints reported, 20 of them were resolved in favour of the complainant. For example, students approved to move rooms, allocated parking, changes to room inspections.

j. How many and what proportion resulted in no change or resolution?

Of the 21 above-mentioned complaints, 1 was not resolved in favour of the complainant. This was an appeal for termination of residential tenancy that was upheld. The remainder of the matters resulted in a change to either room allocation, process change (timings of inspections) or other positive resolution.

k. At the time of the hearing, what is the exact number of beds that are allocated for international students and domestic students, the actual utilisation of beds, and if there are any reserved?

We have 2000 beds available across the state, with 1529 students currently in-room. As such we don't set specific quotas for International and Domestic students as we currently have surplus rooms.