

Complaints, appeals and critical incidents summaries: 2024

The following definitions apply:

- **Appeal:** an application made to have a decision, academic or otherwise, on a previous application (e.g. formal complaint) reviewed.
- **Complaint:** a statement expressing dissatisfaction with an act, behaviour, decision, or omission that is within the control of Media Design School at Strayer, which results in a claim that the complainant has sustained academic and/or non-academic disadvantage.
- **Critical incident (or crisis):** an unexpected or non-routine adverse incident, or series of events, that have the potential to seriously damage and/or disrupt the MDS' people, operations or reputation; a traumatic event or threat of such which causes extreme stress, fear or injury. Critical incidents will usually require an institutional level response beyond normal management structures and processes to one or more of the following:
 - a threat to the health and safety of staff, students and members of MDS' community
 - a threat to the health and safety of the general public or the environment
 - potential or real damage to MDS' physical or virtual infrastructure
 - loss of revenue
 - reputational damage, and/or
 - acute disruption of MDS' normal business operations

A. Complaints and appeals

Nature of complaint	Number of complaints / appeals	Complainant (domestic/inter national)	Status	Outcome
Bullying, Harassment, Discrimination and General Misconduct Alleged unacceptable conduct by student(s)/staff	2 complaints (1 lodged by a group of 5 students)	Domestic students	Closed	Resolved (1 complaint declined and 1 approved)
Student Services Concerns about adequacy of academic and administrative support	2 complaints/ 1 appeal (total: 3)	Domestic students	Closed	Resolved (both complaints declined/appeal approved)
Customer Service Alleged delays responding to withdrawal/refund request	1 complaint/2 appeals (total:3)	Domestic student	Closed	Resolved (both complaint and appeals declined)

Student Administration Dispute regarding fee refund after withdrawal	1 complaint	Domestic student	Closed	Resolved (appeal approved)
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Results are reported in aggregate and, where practicable, disaggregated by learner groups (e.g., domestic/international). Categories with fewer than 5 students are suppressed.

B. Critical incidents – zero incidents were reported in 2024.