

Complaints, appeals and critical incidents summaries: November 2025 – July 2026

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 / international)	Status	Outcome
Academic Concern about lecturer communication (1) and appeal against academic integrity breach finding (1)	complaint (1), appeal (1) (total: 2)	Domestic (1) and international (1)	Closed	Resolved (1 complaint withdrawn and 1 appeal rejected)
Bullying, Harassment, Discrimination and General Misconduct Alleged unacceptable conduct by student(s)	complaints lodged by student(s) regarding other students (total: 2)	Domestic students (1) and international students (1)	Closed	Resolved (1 complaint approved, and 1 declined)
Student Administration / Student Finance Dispute regarding liability of fee payment	1 complaint	Domestic student	Closed	Resolved (complaint rejected)

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 2025 and 2026.