

Student Complaints and Grievances Policy

Purpose

The purpose of this document is to set out the College's policy for addressing complaints and grievances, whether academic or non-academic, brought by students in Australian programs.

Applicability

This policy applies to all College students (whether current, prospective or former) of Australian programs, staff and independent contractors.

Principles

For all complaints and grievances, academic and non-academic, the College will apply the following principles:

- a) Resolution will be sought at the most appropriate level commensurate with the seriousness of the complaint;
 - b) Mediation will occur wherever possible;
 - c) The principles of natural justice will be observed;
 - d) Documentation will not be necessary at the initial stage, but will be required if a complaint is of a serious nature, or is not readily resolved;
 - e) Confidentiality will be preserved to the extent possible to achieve resolution of the complaint;
 - f) The College will take steps to ensure that neither the complainant nor the respondent will be victimised or discriminated against;
 - g) Both the complainant and the respondent may be accompanied and assisted by a third party if desired;
 - h) Both the complainant and the respondent may request reasons for decisions to be in writing at any phase of the process;
 - i) The College will ensure that all staff are aware of these principles and procedures;
 - j) The College will not charge the student any costs or fees in relation to the complaints and disputes process; and
 - k) Nothing in the policy and the guidelines, processes and procedures pursuant to the policy affects a student's rights to seek remedies at law where available.
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Guidelines

For all complaints and grievances, academic and non-academic, the College will follow these guidelines:

- a) Where the complaint relates to a staff member, the College will not discuss it with that staff member nor reveal the student's identity without first advising the student;
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- b) Written material will be kept confidential and will not be shown to anyone who is not directly involved in handling complaints. After 5 years this material will be destroyed;
- c) The assistance of the Student Liaison Officer will be sought, where appropriate, with the student’s consent;
- d) Where a complaint involves an allegation of serious misconduct by a staff member, the Program Director will report the matter to the Principal, and will take no further action unless directed by the Principal; and
- e) Meetings may be by telephone or video conference where most convenient to all parties.

**Student Liaison
Officer**

The Student Liaison Officer is available to give students guidance in the conduct of complaints and disputes.

If a grievance or complaint cannot be resolved internally, the Student Liaison Officer may advise a student of an appropriate body where they can seek further assistance.

If a matter falls outside the scope of this Policy, the Chief Academic Officer, relevant Program Director or Director of Customer Engagement and Student Administration may refer the complaint to the Student Liaison Officer.

**Formal
complaints**

If an issue is not resolved informally, a student may make a formal complaint to the relevant Program Director, the Director of Customer Engagement and Student Administration or the Student Liaison Officer.

Where a formal complaint is made, it must be recorded in the Complaints and Grievances Register including the outcome.

Access to the Complaints and Grievances register will be limited to the following:

- a) Chief Academic Officer;
- b) Academic Secretary;
- c) Principal;
- d) Company Secretary;
- e) Head of Postgraduate Programs or nominee;
- f) Executive Directors or nominee; and
- g) Director of Customer Engagement and Student Administration or nominee.

If a student appeals to the:

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- a) Chief Academic Officer
 - b) Work Experience Committee
 - c) Appeals Committee
 - d) External Appeals Committee
- the appeal, the student's contact information and all other relevant information must be forwarded to the Academic Secretary who will manage these appeal processes.
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**Academic
complaints and
disputes
procedure**

This clause does not apply to complaints and disputes concerning allegations of unsatisfactory academic conduct or academic misconduct against students, which are addressed pursuant to the Academic Conduct Policy.

If a student has a complaint relating to an academic matter, they may bring the complaint to the Program Director for consideration in confidence. After the student has supplied to the Program Director sufficient particulars of the complaint for it to be adequately considered, the Program Director will advise the student of the manner in which they propose to deal with the complaint.

If after 21 days:

- a) The complaint is not resolved to the satisfaction of all parties; or
- b) Appropriate action has not been taken in respect of the complaint; the student may bring the complaint to the notice of the Assessment Review Committee in accordance with the procedures in the Assessment Rules.

If a student brings a complaint to the notice of the Assessment Review Committee, the Assessment Review Committee will seek to meet with the student within 7 days in order to seek a resolution.

The Assessment Review Committee will resolve the complaint in accordance with the procedures in the Assessment Rules.

If a student is dissatisfied with the determination of the Assessment Review Committee and the outcome of the complaint, they may appeal to the Appeals Committee in accordance with the Assessment Rules.

If a student is dissatisfied with the determination of the Appeals Committee and the outcome of the complaint, they may appeal to the External Appeals Panel in accordance with the Assessment Rules.

It will be the responsibility of the relevant Program Director to implement any determinations of the Assessment Review Committee, Appeals Committee or External Appeals Panel.

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Any student who is dissatisfied with a final grade awarded in a subject may apply in writing to the Program Director within 14 days of the publication of the result. The application must be accompanied by the non-refundable administrative charge, as listed on the College website. The Program Director will advise the student of the outcome, including any alteration to the grade awarded, within 14 days of the application being received.

Non-academic complaints and disputes procedure

If a student has a complaint relating to:

- a) A member of staff;
 - b) Another student; or
 - c) The administration of a program
- they may bring the complaint to the relevant Program Director for consideration in confidence.

After the student has supplied to the Program Director sufficient particulars of the complaint for it to be adequately considered, the Program Director will advise the student of the manner in which they propose to deal with the complaint.

If after 21 days:

- a) The complaint is not resolved to the satisfaction of all parties; or
- b) Appropriate action has not been taken in respect of the complaint, a student may bring the complaint to the notice of the Chief Academic Officer.

If a student brings the complaint to the notice of the Chief Academic Officer:

- a) The Chief Academic Officer, or his/her delegate, will seek to meet with the student within 7 days in order to seek a resolution;
- b) The Chief Academic Officer, or his/her delegate, will resolve the complaint within 14 days of the meeting; and
- c) If the student does not respond to the Chief Academic Officer or declines a meeting, the complaint will be deemed to have been resolved.

If, a student is not satisfied with the Chief Academic Officer's decision and the outcome of the complaints and grievances process, they may appeal in writing to the Appeals Committee within 28 days of receiving written notice of the determination of the Chief Academic Officer.

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**Overseas
Students
Ombudsman**

Overseas students holding student visas arranged via the College of Law can complain or appeal any decision in a non-academic matter by contacting the Overseas Students Ombudsman.

The Overseas Students Ombudsman is free and independent. More information is available at www.oso.gov.au or telephone 1300 362 072.

**Tertiary
Education Quality
and Standards
Agency**

All students can raise a complaint with the Australia government's Tertiary Education Quality and Standards Agency (TEQSA). TEQSA ask that students first raise their concern with the College before TEQSA.

More information about raising a concern with TEQSA is available at www.teqsa.gov.au

Related policies

Academic Conduct Policy
 Assessment Rules
 Complaints and Grievances Procedure
 Procedures Where Non-compliance with Policies and Procedures
 Support for Students Policy
 Support for Students Procedures

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