

Procedure Title

Complaints Procedure

Preamble

The Complaints Policy outlines a clear process for managing complaints at Deakin College. This procedure is in accordance with the Complaints Policy.

Purpose

This procedure ensures students have access to an independent, cost-free, and effective process for resolving complaints efficiently and in a timely manner.

Scope

This procedure applies to all current, former, and prospective students across all Deakin College campuses who have a grievance or complaint. It also covers complaints received from parents, education agents, and the general public.

Policy

Complaints Policy

Appeals Policy

Related Documentation

Online Complaint Application

Procedure

1. Informal Resolution

- 1.1. Deakin College encourages addressing complaints informally at the earliest opportunity, ideally by discussing the issue directly with the person(s) involved;
- 1.2. If the concern remains unresolved or the individual is dissatisfied with the outcome, they may proceed to lodge a formal complaint.

2. Formal Resolution

- 2.1. All complaints must be submitted using the Deakin College *Complaint Application*, along with any relevant supporting documentation. To initiate the formal complaint process, submit the *Complaint Application* online at: <https://app.pipefy.com/public/form/jjFCUdSw>. A link to this online form is also available from the Student Hub in the Student Portal;
- 2.2. Details of the complaint and complainant are recorded in the *Complaints Register*. An individual reference number is assigned to each complaint and the progress of the complaint is tracked and recorded from initial receipt to when the complainant is advised of the written outcome of the complaint;
- 2.3. The formal resolution of the complaint will commence within ten (10) working days of its lodgement and finalised as soon as practicable;

- 2.4. If a request to present his or her case is received from the complainant, at least five (5) working days' notice regarding the date, time and location of the meeting must be provided;
- 2.5. A complainant may be accompanied by a support person providing that the person is not a qualified and practising lawyer;
- 2.6. If a complainant fails to attend the scheduled meeting, the complainant's written submission will be considered by the senior staff member investigating the complaint;
- 2.7. The *Complaint Application* and supporting documentation will be forwarded to the appropriate Deakin College senior staff member set out in the table below for investigation and resolution;

| Type of grievance or complaint | Senior Staff |
|---|--|
| Academic | Academic Manager Admissions Manager |
| Fees | Finance |
| Administrative | Student & Academic Services Manager (Burwood) Campus Manager (Geelong) |
| Student Support | Student & Academic Services Manager (Burwood) Campus Manager (Geelong) |
| Education Agents | Marketing Manager |
| Conduct of staff (academic and administrative) | Academic Manager Student & Academic Services Manager (Burwood) Campus Manager (Geelong) Admissions Manager Director Quality and Student Services |
| Conduct of student | Student & Academic Services Manager (Burwood) Campus Manager (Geelong) |

- 2.8. To avoid any conflict of interest, an alternative Deakin College senior staff member will replace any Deakin College staff member responsible for the decision that led to the complaint or is involved in earlier resolution processes;
- 2.9. The complainant will be advised in writing of the outcome of the complaint process by the senior staff member within ten (10) working days from the completion of the investigation, including details of the reason(s) for the outcome;
- 2.10. The written outcome will be sent by email to the complainant's Deakin College email address and personal email address recorded in the student management system. If the complaint is a parent, education agent or member of the general public, the written outcome will be sent to the correspondence address (postal or email) provided by the complainant in the *Complaint Application*;

- 2.11.** The senior staff member will provide a copy of the written complaint outcome to the Compliance Officer who will update the Complaints Register and, save a record of the complaint in the Complaints Folder in the K: drive.

3. Internal Appeals

- 3.1.** In the event that the complainant is dissatisfied with the outcome of the formal complaint, the complainant may appeal the outcome, in accordance with the *Appeals Policy* and *Appeals Procedure*.

4. External Appeals

- 4.1.** If the complainant is dissatisfied with the internal appeal outcome, they may seek an external review through an independent agency. For contact details of external agencies, refer to the *Appeals Procedure*.

5. Record Keeping

- 5.1.** Deakin College will take all reasonable steps to ensure that information regarding any grievance or complaint will be disclosed only to those persons who have a right to the information by virtue of their role in the appeals process;
- 5.2.** Deakin College will retain records of a complaint for five (5) years after the complainant is no longer an accepted student.

6. Review

- 6.1.** Data on trends, recurring or systemic issues, generic concerns, disproportionately high complaint levels, and aggregated complaint data will be reported to the Academic Board of Studies each trimester and annually. This data will be collected with sufficient detail to enable thorough analysis and inform business improvement initiatives;
- 6.2.** The Senior Management Group will initiate and implement corrective and preventive actions, as well as drive innovative improvements.

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| Identification | Complaints Procedure |
| Initial Issue Date | 10/08/2018 |
| Status | Current |
| Domain | Student and Academic Services |
| Effective Date | 2/04/2025 |
| Review Date | 1/04/2027 |

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|-------------------------------|-------------------------------------|
| Approval Authority | Senior Management Group |
| Implementation Officer | Director Quality & Student Services |
| Enquiries Contact | Robert Close |