

Procedure Title

Complaints Procedure

Preamble

This procedure supersedes the Grievance Procedures Relating to Academic Matters and the Grievance Procedures Relating to Non-Academic Matters approved by the Academic Board of Studies on 11 October 2016.

Purpose

This procedure has been developed to ensure students have access to an independent, free and effective complaint process to resolve a complaint in an efficient and timely manner.

Scope

This procedure applies to all current, former and prospective students at all campuses of Deakin College with a grievance or complaint. This procedure also applies to complaints received from parents, education agents and the general public.

Policy

Complaints Policy
Appeals Policy

Related Documentation

Complaint Application

Procedure

1. Informal Resolution

- 1.1. In the first instance, Deakin College encourages informal resolution as close to the source as possible. Therefore, complaints should be discussed as soon as possible with the person(s) involved;
- 1.2. If the student's concern is not resolved or the student is not satisfied with the resolution or outcome, the student may lodge a formal complaint.

2. Formal Resolution

- 2.1. All complaints must be lodged by completing the Deakin College *Complaint Application* and, if applicable, supporting documentation must also be provided. Submit a *Complaint Application* online at <https://app.pipefy.com/public/form/jjFCUdSw> to commence the formal complaint process. 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 Campus Director (Jakarta)
Fees	Finance Campus Director (Jakarta)
Administrative	Student & Academic Services Manager (Burwood) Campus Manager (Geelong) Campus Director (Jakarta)
Student Support	Student & Academic Services Manager (Burwood) Campus Manager (Geelong) Campus Director (Jakarta)
Education Agents	Marketing Manager
Conduct of staff (academic and administrative)	Academic Manager Campus Director (Jakarta) 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. Appeals

- 3.1. In the event that the complainant is dissatisfied with the outcome of the formal complaint, the complainant may appeal the outcome to the Deakin College Appeals Committee;
- 3.2. The appellant must complete and submit the *Appeal Application* to the Appeals Committee via the online form:

- Appeal Application
<https://app.pipefy.com/public/form/SKcJyEv0>

within twenty (20) working days from the date of the written complaint outcome. There are no fees associated with submitting an appeal. A link to the online form is also available from the Student Hub in the Student Portal;

- 3.3. The authority responsible for considering and deciding an internal appeal is the Deakin College Appeals Committee.

4. External Complaints

- 4.1. If a complainant is not satisfied with the appeal outcome, the complainant may pursue the matter externally through an independent complaints agency within ten (10) working days following the written notification of the outcome by the Deakin College Appeals Committee. Examples of an external complaints agency include, but are not limited to:

- **Commonwealth Ombudsman**

Website: <https://www.ombudsman.gov.au/making-a-complaint/overseas-students>

- **Independent Higher Education Australia (IHEA)**

Website: <https://iheau.edu.au/>

- 4.2. Students who are on a student visa may contact the Overseas Students Ombudsman. Domestic students or non-student visa holders may contact IHEA.
- 4.3. The Commonwealth Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education.

5. Record Keeping

- 5.1. Deakin College will take all reasonable steps to ensure that information regarding any grievance 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 keep records of a complaint for five (5) years after the complainant ceases to be an accepted student.

6. Review

- 6.1. Information on trends, recurring or system-wide issues, generic issues, disproportionately high levels of complaints and aggregated complaints data will be provided to the Senior Management Group each trimester. The data will be collected in sufficient detail to allow analysis and thereby guide business improvement;
- 6.2. The Senior Management Group will instigate and implement any corrective and preventative actions and innovative improvements.

Identification	Complaints Procedure
Initial Issue Date	10/08/2018
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Review Date	1/12/2024
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Implementation Officer	Director Quality & Student Services
Enquiries Contact	Robert Close