

Procedure Title

Complaints Procedure

Preamble

This procedure was approved by Senior Management on 10 August 2018 and 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. All complaints must be lodged by completing the Deakin College *Complaint Application* and, if applicable, supporting documentation provided.
2. Details of the complaint and complainant are recorded by the Complaints Officer 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 on the written outcome of the complaint. The register is maintained on the K: drive, with restricted access.
3. **Informal Resolution**
 - 3.1. 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.
 - 3.2. 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.
4. **Formal Resolution**
 - 4.1. All complaints must be lodged by completing the Deakin College *Complaint Application* and, if applicable, supporting documentation must also be provided. The completed *Complaint Application* and supporting documentation must be submitted via email to Deakin College Complaints at dcoll-complaints@deakin.edu.au.

- 4.2. Anonymous complaints will be accepted however, investigation may be restricted and remedies limited. This will be advised to the complainant.
- 4.3. 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 on the written outcome of the complaint.
- 4.4. All complainants will be sent an acknowledgment by email within ten (10) working days of receipt of complaint, quoting their individual reference number. The complainant will be advised of the expected timeframe in which the complaint will be concluded (the standard is two weeks).
- 4.5. The *Complaint Application* and supporting documentation will be forwarded to the appropriate Deakin College senior staff member for investigation and resolution:

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

	Quality and Compliance Manager
Conduct of student	Student and Academic Services Manager (Burwood) Campus Manager (Geelong)

- 4.6. 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.
- 4.7. 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*.
- 4.8. The senior staff member also needs provide a copy of the written complaint outcome to the Complaints Officer who will update the *Complaints Register* and, save the copy in the Complaints Folder in the K: drive.

5. Appeals

- 5.1. 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.
- 5.2. The appellant must complete and submit the *Appeal Application* to the Deakin College Appeals Committee (dcoll-appeals@deakin.edu.au) within twenty (20) working days from the date of the written complaints outcome. There are no fees associated with submitting an appeal.
- 5.3. The authority responsible for considering and deciding an internal appeal is Deakin College Appeals Committee.

6. External Complaints

- 6.1. 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:

Overseas Students Ombudsman
GPO Box 442
Canberra ACT 2601
Website: www.ombudsman.gov.au/about/overseas-students

Victorian Ombudsman
Level 2, 570 Bourke Street
Melbourne VIC 3000
Website: <https://www.ombudsman.vic.gov.au/Home>

- 6.2. Students who are on a student visa may contact the Overseas Students Ombudsman. Domestic students or non-student visa holders may contact the Victorian Ombudsman.

7. Record Keeping

- 7.1. 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.
- 7.2. Deakin College will keep records of a complaint for five (5) years after the complainant ceases to be an accepted student.

8. Review

- 8.1. 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 Team each trimester by Complaints Officer. The data will be collected in sufficient detail to allow analysis and thereby guide business improvement.
- 8.2. The Senior Management Team will instigate and implement any corrective and preventative actions and innovative improvements.

Status and Details

Status	Current
Effective date	10/08/2018
Review date	30/04/2019
Approval Authority	Senior Management Group
Implementation Officer	Quality and Compliance Manager
Enquiries Contact	Robert Close