

## Student Complaints

### ***What is 'Student Complaints'?***

'Student Complaints' is a free service to all Deakin College students, regardless of the location of their campus.

Your complaint or concerns will be carefully investigated by the Complaints Officer with courtesy, sensitivity, respect and with an open mind.

No student will be discriminated against for lodging a complaint. Where necessary, you will be provided with support.

### ***How Do I Make A Complaint?***

A complaint may be lodged in a variety of ways with the Complaints Officer: telephone, email, by post, or in person.

Anonymous complaints will be accepted however, investigation may be restricted and remedies limited.

Your complaint will be treated with privacy. This means that details of complaints will only be known by those directly concerned.

### ***What Happens When I Lodge A Complaint?***

Following the lodgement of your complaint, the Complaints Officer will send you an acknowledgment by email within five working days, quoting your individual reference number. You will be advised of the expected timeframe.

The Complaints Officer may contact you to discuss your complaint in more detail and obtain further information.

Where the Complaints Officer considers that your complaint is justified, a remedy will be offered which may include: an explanation, apology, a change in decision, a change to an existing policy or practice, or a correction of records. You will be provided with clear reasons on the outcome.

Further avenues of review will be provided if you are not satisfied with the outcome of your complaint.

### ***Contact Details***

***Email: [dcoll-complaints@deakin.edu.au](mailto:dcoll-complaints@deakin.edu.au)***

***Telephone: (03) 9244 5228***

***How Long Will A Complaint Take To Finish?***

Deakin College aims to manage its complaints within two weeks. However, you will be notified if additional time is required.