



POLICY NUMBER:	2.14.1	VERSION NUMBER:	3.0
DATE LAST REVIEWED:	September 2025	NEXT REVIEW DATE:	September 2026
RELATED POLICIES:	2.4.1 Assessment Policy Student Equal Opportunity and Fair Treatment Policy	RESPONSIBILITY: Academic Council	
RELATED PROCEDURES:	2.4.2 Assessment Procedure 2.14.2 Complaints & Appeals Procedure		

Complaints and Appeals Policy

1.0 Purpose

The College is committed to managing complaints and appeals in a fair, equitable, and timely manner that respects the principles of natural justice. This Policy applies to both academic and non-academic matters and ensures that concerns raised by students, applicants, and other members of the College community are addressed transparently and constructively.

2.0 Scope

- All campuses (including online)
- All higher education courses
- All higher education students – domestic only
- All prospective higher education domestic students (up to 6 months from issue arising – non-academic matters only)
- All former higher education domestic students of the College (up to 6 months after enrolment has ceased)

3.0 Principles

3.1 Availability

The College ensures that all students and applicants, regardless of campus, mode of study, or location, have equal access to the complaints and appeals process. This right extends to current, prospective, and former domestic students within the timeframes specified in the policy scope.

3.2 No Cost

All internal stages of the complaints and appeals process are provided free of charge. Where a student elects to pursue an external review, costs may apply; however, the College will reimburse these if the external body finds in the student's favour.

3.3 Informal Resolution First

Wherever possible, complaints should be resolved informally and at the earliest opportunity through direct communication with the relevant staff member or area.

3.4 Support

Students have the right to be accompanied by a nominated support person throughout the complaints and appeals process. This ensures that students who may be disadvantaged in presenting their case have appropriate assistance.

3.5 Timeliness

Complaints and appeals are addressed promptly and within published timeframes. Where timeframes cannot reasonably be met, students will be informed of the delay and the expected timeframe for resolution.



3.6 Confidentiality

Complaints and appeals are managed with appropriate privacy at all stages of the process. Information is restricted to staff with a legitimate need to know and handled in accordance with applicable privacy and confidentiality requirements.

3.7 Without Disadvantage

Students lodging a complaint or appeal will not face victimisation, discrimination, or other disadvantage as a result of raising their concerns.

3.8 Procedural Fairness

All complaints and appeals will be investigated impartially and transparently. Parties will be given the opportunity to present their case, decisions will be based on evidence, and any real or perceived conflicts of interest will be managed appropriately.

3.9 Respect and Good Faith

All parties involved are expected to engage respectfully, present accurate information, and act in good faith towards resolution. The College will not pursue complaints or appeals that are assessed to be frivolous, vexatious, or malicious, and reserves the right to close such matters with written notice to the complainant.

3.10 Independent Third Party

Where appropriate, students may access an independent third party as part of the complaints and appeals process to ensure impartiality and fairness in outcomes.

3.11 Continuous Improvement

The College uses complaints and appeals data to identify trends and inform the continuous improvement of its courses, services, and processes.

4.0 Types of Complaints and/or Appeals

Complaints and appeals may relate to either **academic** or **non-academic** matters.

4.1 Academic Matters

Academic matters concern student learning, progress, and academic outcomes. They include issues such as:

- Student academic progress and exclusion from study or continued enrolment
- Curriculum content and quality of course delivery
- Assessment, grades, and results of credit transfer or RPL applications
- Findings of academic misconduct (e.g. plagiarism or cheating)
- Awards and eligibility to graduate

Note: Information on academic appeals, including assessment and grade appeals, is contained in the Assessment Procedure.

4.2 Non-Academic Matters

Non-academic matters relate to student experience and services outside the curriculum. They include issues such as:

- Admissions decisions and enrolment administration
- Management or breach of personal information, including data collected for FEE-HELP/HECS-HELP, Commonwealth Supported Places, and HELP repayment



- Campus services or facilities (e.g. health and safety, library, building access, and student support services)
- Behaviour, decisions, or actions that cause a student non-academic disadvantage in their course or ability to graduate

Note: Complaints relating to sexual harassment, bullying, or discrimination are addressed under the Student Equal Opportunity and Fair Treatment Policy.

4.3 External Independent Review

Students who remain dissatisfied after exhausting the College's internal complaints and appeals processes may seek an independent external review, such as through the relevant Commonwealth, State, or Territory Ombudsman or other authorised body.

5.0 Procedural Overview

5.1 Complaints and appeals are managed in accordance with the College's Complaints and Appeals Procedure. The procedure provides a staged approach to resolution:

- **Informal Resolution** – wherever possible, concerns are resolved directly and informally with the relevant staff member or area.
- **Formal Complaint** – if unresolved, the matter may be submitted formally for investigation and decision by the appropriate manager.
- **Internal Appeal** – where dissatisfaction remains, an internal appeal can be lodged and will be reviewed by a senior academic or administrative officer.
- **External Review** – after internal avenues are exhausted, students may access an independent external review in accordance with applicable legislation.

5.2 Students will be advised of timeframes, requirements, and potential outcomes at each stage.

6.0 Relevant Legislative and Regulatory Documents

- Higher Education Standards Framework (Threshold Standards) 2021
- Privacy Act 1988 (Cth)
- TEQSA (2019), *Guidance Note: Grievance and complaint handling*.

7.0 Version Control History

Version	Date Approved	Approved By	Summary of Changes
1.0	March 2023	Academic Council	New policy created to replace the <i>Grievance Policy – Domestic Students – HE</i> . All changes from previous Grievance Policy incorporated
2.0	November 2023	Academic Council	Revised for clarity of timeframes (wording change). Published as v2.0 due to system practice of version roll-up.
3.0	September 2025	Academic Council	Policy streamlined to focus on governance principles Detailed processes relocated to new <i>Complaints and Appeals Procedure</i> . Policy and procedure re-numbered from STU-068 to 2.14.1. Language refined for clarity.