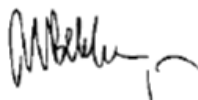




## ACADEMIC GRIEVANCES, COMPLAINTS AND APPEALS POLICY

<b>Policy Name</b>	<b>Academic Grievances, Complaints and Appeals Policy</b>
<b>Policy Number</b>	A001
<b>Approval Authority</b>	Board of Directors
<b>Responsible Officer</b>	Dean and Principal
<b>Operational Responsibility</b>	General Manager
<b>Purpose</b>	<p>LCI Melbourne is committed to providing high-quality education and to approach all academic matters with the principles of fairness, respect and honesty.</p> <p>LCI Melbourne operates on the basis that academic decisions (for example, in relation to assessment, course progression, teaching quality, curriculum, etc.) are entrusted to academic staff.</p> <p>It is recognised that from time to time disputes may arise. The Institute is committed to resolving all disputes between students and the Institute and its staff as quickly and as sensitively as possible.</p> <p>This policy has been put in place to assist all parties to resolve academic issues that arise and reflects the Institutes expectations and the responsibilities of the Institute, the staff and students in resolving student academic complaints and appeals.</p> <p>This policy should be read in conjunction with the Academic Complaints and Appeals Procedure.</p>
<b>Scope</b>	<p>This policy applies to all students, employees and contractors involved in the provision of teaching and learning in accredited Higher Education courses at LCI Melbourne.</p>
<b>Policy Statement</b>	<p>LCI Melbourne will work to ensure that an academic grievance, complaint and appeals process is conducted:</p> <ul style="list-style-type: none"><li>• fairly</li><li>• impartially</li><li>• transparently, and</li><li>• in a timely manner.</li></ul> <p>All students have the right to lodge informal and/or formal grievances and appeals against academic decisions affecting them.</p>

	<p>Any grievance, complaints and appeals will be taken seriously and handled professionally and in accordance with the LCI Melbourne's Academic Grievances, Complaints and Appeals Procedure in order to achieve a prompt resolution.</p> <p>There is a clear and transparent step by step procedure for the resolution of grievances and appeals.</p> <p>This policy and related procedure is one of several internal dispute resolution policy mechanisms of the Institute. These are as follows:</p> <ul style="list-style-type: none"> <li>• For a dispute with respect to academic matters, which generally includes appealing an assessment result or final result, student progress, assessment curriculum, and awards in a course of study, refer to this Grievances, Complaints and Appeals Policy.</li> <li>• For a grievance, complaint or appeal with respect to a refund of an upfront payment made direct to the Institute refer to the Domestic Tuition Fee Refund Policy and International Tuition Fee Refund Policy.</li> <li>• For a grievance, complaint or appeal concerning the reimbursement of FEE-HELP for a subject or unit refer to the Domestic Fee Refund Policy.</li> </ul> <p>The policies and procedure above are available from the policy page on the Institute website.</p> <p>A student who is unsure which policy mechanism relates to the nature of their grievance or complaint should seek advice from the Student Support team.</p>	
<b>Definitions</b>	Academic staff	Permanent and casual employees engaged in teaching and assessment of courses at the Institute
	Appeal	A request to reconsider an academic decision made in the context of this document.
	Grievance	Used as a generic term including any expression of dissatisfaction with some aspect of a student's experience with the Institute (including with agents or other related parties who represent or act on behalf of the Institute). In this policy, grievances will refer to those that are addressed informally and usually resolved easily (e.g. by a discussion with staff, clarification of a misunderstanding etc.).
	Complaint	A grievance that involves a formal process for resolution.
	Institute	LCI Melbourne

	International student	A student required to hold a student visa for study in Australia.	
	National code	A set of nationally consistent standards that governs the protection of international students and delivery of courses to those students by institutes registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. The National Code is established under the Education Services for Overseas Students (ESOS) Act 2000.	
<b>Relevant Legislation</b>	Tertiary Education Quality and Standards (TEQSA) Act 2011 Higher Education Standards Framework (Threshold Standards) 2015 Education Services for Overseas Students Act 2000 Education Services for Overseas Students Regulations 2001 Migration Act 1958 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Higher Education Support Act 2003 Privacy Act 1988		
<b>Key Related Documents</b>	Academic Grievances, Complaints and Appeals Procedures Academic Honesty and Integrity Policy Credit Transfer and RPL Policy Access and Equity Policy Admissions Policy Domestic Tuition Fee Refund Policy International Tuition Fee Refund Policy		
Date Approved	22 October 2019		
Date of Commencement	22 October 2019		
Date for Review	Q3 2022		
Documents superseded by this Procedure	Academic Complaints & Appeals Policy 2018		
Amendment History	New Policy		
Signed and dated for LCI Melbourne		Prof Warren Bebbington	22 October 2019

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Board of Directors Academic Board Leadership Team Academic Staff Professional Staff Students