

POLICY

Policy	Student Non-Academic Complaints Policy
Policy Number	G016
Approval Authority	Board of Directors
Responsible Officer	Dean and Principal
Operational Responsibility	Dean and Principal
Purpose	This policy of LCI Melbourne (LCIM) relates to issues and grievances raised by students of a non-academic matter. LCIM takes all complaints seriously whether formal or informal and has this policy and aligned procedures in place to address them.
Scope	This policy includes exchanges between employees and students and interactions among students.
Policy Statement	LCIM is committed to providing a welcoming and safe environment for all students. The overarching ethos of LCIM fosters values of fairness, equity and respect, which are necessary to nurture amicable interactions amongst students and between students and employees. The Student Non-Academic Complaints Policy is in place to support students who feel that their concerns regarding general rights to a secure space and fair treatment have been infringed or violated.
Policy	<p>LCIM encourages all students to report any problems they encounter regarding services, facilities and resources offered by LCIM and communicating with employees or other students. If difficulties are not quickly resolved, they can negatively affect other aspects of the student's life. LCIM acknowledges it is important to make a complaint, and for action to be taken as soon as possible to ensure that an agreeable interaction is once again established.</p> <p>This policy is based on the following principles:</p> <ul style="list-style-type: none"> ▪ All complaints whether formal or informal are taken seriously and investigated ▪ All grievances are treated with fairness ▪ All parties concerned have the opportunity to provide their case be heard ▪ Confidentiality and privacy is respected ▪ Students will not be disadvantaged by making a complaint/grievance ▪ All complaints and grievances are registered and efforts to resolve are timely and judicious ▪ A claim to be speaking on behalf of one or more others is not recognised ▪ In bringing forth a complaint, LCIM make all efforts to facilitate a reasonable solution <p>During the grievance/complaint process, all information obtained concerning employees or students is treated with the highest level of confidentiality. To the extent that there is an allegation of criminal activity, it is incumbent on LCIM to report the incident to the police and fully cooperate with any investigation that may follow.</p> <p>Regardless of whether a complaint is made or not, LCIM reserves the right to unilaterally investigate any behaviour it considers a violation of this, or any other policy. LCIM also reserves the right to:</p>

	<ol style="list-style-type: none"> 1. treat a complaint as a formal complaint or an informal complaint, and/or to proceed with a complaint, regardless of the wishes of the complainant 2. appoint an external or internal investigator(s) as the situation merits. 		
Definitions	<p>Non-academic Complaints This policy concerns the handling of general non-academic complaints, which involve services, facilities and resources provided by LCIM. Examples of non-academic concerns include, but are not limited to, admission issues, directed rudeness or mistreatment on the part of an employee or another student, misinformation that created a negative situation, a safety issue or theft by others of personal property.</p> <p>Harassment-related Complaints LCIM differentiates between academic and general non-academic complaints and cases of harassment, which are addressed in the Student Bullying and Harassment Policy. LCIM defines harassment as any offensive or inappropriate conduct or comment that the person making the comment or engaging in the conduct knows or reasonably ought to know is unwelcome by another person, or which adversely affects a person's dignity or physical or psychological safety, or which results in a harmful work environment.</p> <p>Academic Complaints For concerns regarding academic instruction or grading, students should refer to the Academic Complaints and Appeals Policy and Procedure.</p>		
Relevant Legislation and Guidelines	Higher Education Standards Framework (Threshold Standards) 2021 2016 Higher Education Support Act (2003) Australian Qualifications Framework (AQF)		
Key Related Documents	Student Non-Academic Complaints Procedure Privacy Policy and Procedure LCI Melbourne Code of Conduct Student Complaint Form Access and Equity Policy and Procedure		
Date Approved	14 th October 2021		
Date of Commencement	14 th October 2021		
Date for Review	Q3 2023		
Documents superseded by this Policy	Australian Academy of Design Student Non-Academic Complaints Policy December 2017		
Amendment History	Changed to Policy and Procedure Additional information added to superseded policy		
Signed and dated for LCIM	Professor Warren Bebbington	MTG3 2021 BoD minutes	14 th October 2021

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Policy/Policy Category	Governance
Responsible Officer	Dean and Principal
Review Date	Q3 2021
Stakeholders	Board of Directors Leadership Team Academic Staff Professional Staff Students
Approved by Board of Directors 14 th October 2021	
Change and Version Control	

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Dean and Principal	Updated Policy and separate procedure	14 th October 2021	14 th October 2021