

PROCEDURE

Procedure	Student Non-Academic Complaints Procedure
Procedure Number	G016
Approval Authority	Board of Directors
Responsible Officer	Dean and Principal
Operational Responsibility	Dean and Principal
Purpose	This Procedure 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 Procedure and aligned policies in place to address them.
Scope	This Procedure includes exchanges between employees and students and interactions among students.
Procedure Statement	<p>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.</p> <p>The Student Non-academic Complaints Procedure 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.</p>
Procedure	<p>This Procedure outlines both informal and formal complaint options.</p> <p>For issues that are not interpersonal, before filing a formal complaint the student is invited to meet with the Student Experience Manager. The Student Experience Manager may consult with other persons to try to resolve the complaint informally.</p> <p><u>Informal Resolution Option</u></p> <p>For interpersonal disputes, before filing a formal complaint, students are encouraged to seek informal resolution in the first instance, insofar as possible and provided there is no immediate threat to his or her safety. If it is too difficult to speak to the person directly or if the behaviour persists, the matter should be discussed with the Student Experience Manager or appropriate person nominated by the LCIM Dean and Principal. The informal complaint will be added to the LCIM Complaint Register managed by the Student Experience Manager.</p> <p>The Student Experience Manager will assist in the resolution of the matter and for that purpose may:</p> <ul style="list-style-type: none"> ▪ address the matter informally with the person or accompany the student in doing so ▪ in consultation with the student and Dean and Principal, attempt

	<p>mediation to resolve the matter</p> <ul style="list-style-type: none"> ▪ in particularly serious circumstances, initiate a formal investigation of the matter <p>The Student Experience Manager will keep the student apprised of the steps the Student Experience Manager is taking to address the matter, including any proposed resolution initiatives. The Student Experience Manager will review any proposed resolution with the Dean and Principal and will lodge a record of such action once the matter has been resolved. This action will be completed as soon as possible (normally within 14 days unless a longer period is appropriate in the circumstances).</p> <p>If this initiative does not lead to a satisfactory agreement, the student is invited to submit a formal complaint to the Dean and Principal, pursuant to the procedure detailed below.</p> <p><u>Formal Complaint Option</u></p> <p>A formal complaint must be submitted in writing using the Student Complaint Form and all supporting evidence should be provided with the submission.</p> <p>The complaint will be added to the LCIM Complaint Register managed by the Student Experience Manager.</p> <p>The Formal Complaint is submitted to the Dean and Principal for review. The Dean and Principal or their nominee will investigate with fairness and impartiality.</p> <p>In a situation where the Dean and Principal is implicated in any manner in the complaint, the complaint must be submitted to an LCIM administrator who is not implicated, and the provisions of this Procedure shall apply to that person's handling of the complaint.</p> <p>At any time, the Dean and Principal may delegate the task of following-up on the complaint to a nominated representative of the LCI leadership team.</p> <p>The investigation will be completed and the appropriate resolution decided upon as soon as possible (normally within 30 days after a formal written complaint is made, unless a longer period is appropriate in the circumstances in which case the student will be notified of the proposed time frame).</p> <p>At any stage during the process, the student has the right to withdraw from any further action in connection with a formal written complaint. The person handling the complaint however will remain obligated to pursue the matter if that person believes that continued investigation is appropriate (for example, if there are concerns that the withdrawal of the complaint occurred as a result of possible retaliatory behavior by the respondent or others, or in cases where there are previous complaints or incidents involving the respondent).</p>
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Complaint and Investigation Procedure

The following directives guide the complaint procedure.

The student who wishes to make a formal complaint must submit a Student General Complaint Form to the Dean and Principal. Ordinarily, a complaint will only be accepted if made within 6 months of incident or incidents being complained of, unless the Dean and Principal (or a nominated representative), in their discretion, determines there are extenuating circumstances for the time delay.

Upon receipt of a formal written complaint, the Dean and Principal (or a nominated representative) will determine whether the behaviour complained of falls within the scope of this Procedure and if they determine that it does not, the Dean and Principal (or a nominated representative) will advise the student accordingly and will take no further steps under this Procedure.

If the recipient of the complaint determines that a formal written complaint falls within the scope of this Procedure, the recipient will initiate an investigation of the complaint.

The student must record the details of the incident(s) alleged and any actions that have been undertaken in an attempt to resolve the issues and their outcomes. The Dean and Principal (or a nominated representative) will be the person(s) responsible for handling the complaint form. Where appropriate, referral may also be made to the police or other appropriate external agencies.

In the course of the investigation of a formal written complaint, the person handling the complaint, or the designated investigative team will:

- interview the student regarding the complaint
- give a copy of the complaint to the respondent or advise the respondent in writing of the allegations
- provide the respondent with an opportunity to respond to the complaint orally or in writing and give a copy of any written response or a written summary of the oral response to the student
- investigate the complaint by speaking to the student, respondent and other individuals where appropriate
- provide the student and respondent with a written summary of their preliminary factual findings with a request for any further comments
- give notice of the investigative findings to the student, the respondent and the leadership team
- lodge a confidential record of the investigative proceedings when the investigation is complete.

If the investigative findings substantiate the complaint, the person handling the complaint may make recommendations regarding appropriate action arising out of such findings and the Dean and Principal, in consultation with the leadership team as such person may consider appropriate and taking

into account any recommendations from the person handling the complaint will:

- initiate appropriate action arising out of such findings
- give a written summary of such action to both the student and the respondent, and
- lodge a confidential record of such action on the Complaints register

Requesting an Appeal

The following directives guide the appeal procedure.

If the student remains unsatisfied with the investigation and/or the determination regarding a complaint, he or she must submit a written request to the person(s) handling the complaint within 10 days from the date on the written decision notice, unless there are extenuating circumstances. The written request must include a detailed justification as to why the complaint should be reviewed.

The investigation will be completed and an appropriate resolution decided upon as soon as possible (normally within 30 days after a formal written complaint is made, unless a longer period is appropriate in the circumstances in which case the student will be notified of the proposed timeframe).

The person(s) responsible for handling the appeal shall appoint an Appeal Committee consisting of two to three members of the LCIM leadership group having no previous exposure to the investigation.

In the course of the investigation of an appeal, the Appeal Committee will:

- review the student's justification for the appeal and the previous proceedings to ensure that all previous procedures have been conducted efficiently and in compliance with this Procedure and applicable laws
- give notice to the leadership team if the appeal is warranted and if a hearing should take place
- give notice that the appeal has not been upheld to the leadership team, in which case the decision of the Appeal Committee is final and cannot be appealed further
- during and subsequent to the hearing, the Appeal Committee advises all stakeholders concerned in writing of the appeal, meets individually with the student and the respondent, considers the evidence underlying the complaint and investigation and the provisions of this Procedure and applicable laws, deliberates and arrives at a final decision as to the resolution of the complaint
- give notice of the investigative findings to the student, the respondent and the leadership team
- when the investigation is complete, the person handling the appeal lodges a record of the investigative proceedings on the Complaints Register and in the student's file
- If the investigative findings substantiate the complaint, the Dean and Principal may make recommendations regarding appropriate action

	<p>arising out of such findings and taking into account any recommendations from the Appeals Committee: (i) initiate appropriate action arising out of such findings, (ii) give a written summary of such action to both the student and the respondent, and (iii) lodge a record of such action on the Complaints Register and in the student's file.</p>		
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 Access and Equity 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	<p>Higher Education Standards Framework (Threshold Standards) 2021 2016 Higher Education Support Act (2003) Australia Qualifications Framework (AQF)</p>		
Key Related Documents	<p>Student Non-Academic Complaints Policy Privacy Policy and Procedure LCI Melbourne Code of Conduct Student Complaint Form Access and Equity Policy and Procedure</p>		
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 PROCEDURE REGISTER	
Procedure/Procedure Category	Governance
Responsible Officer	Dean and Principal
Stakeholders	Board of Directors Leadership Team Academic Staff

	Professional Staff Students
Review Date	Q3 2021
Endorsed by Academic Board	
Approved by Board of Directors 14th October 2021	
Change and Version Control	

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