

STUDENT COMPLAINTS POLICY

Policy Title

Student Complaints Policy

Purpose

The purpose of this policy is to provide Monash College ("College") with a consistent organizational approach to managing and resolving student grievances and appeals. It also ensures that the College is accountable in its decision making and handling of student complaints.

The policy sets out the general principles that guide student or learner grievances and appeals management, the stages of the escalation process and the responsibilities of students and staff.

This policy is supported by the Student Complaints Procedure which sets out the steps for students to take at each stage of the process and what they can expect from the College in return.

Scope

This policy applies to:

- Monash College students excluding Recognised Training Organisation (RTO)
- former students or learners who have studied or completed studies at Monash College within six months of leaving the College
- prospective students or learners whose complaints relate to administration process during application, selection or admission

Policy Principles

The College is committed to addressing complaints effectively and fairly, through a process that is:

- impartial and fair to all parties involved
- carried out with transparency and consistency
- accessible and available to all students
- handled within an established timeline
- respects the privacy of all parties involved
- appropriate for dealing with complex and sensitive issues.

A student making a complaint will not be prejudiced or experience reprisals and has the right to a fair and thorough investigation.

Policy Standards

- Student complaints process
- Roles and responsibilities

1. Student complaint process

The College strives to resolve complaints as close as possible to where the complaints arose and with the people most directly involved. If a complaint cannot be resolved directly with the staff member, the student has the option to escalate the complaint. The complaint process has four stages:

- 1.1 Stage 1: informal complaint raised directly with the staff member for the decision or service related to the complaint.
- 1.2 Stage 2: informal complaint raised with supervisor or relevant senior staff member within the same area
- 1.3 Stage 3: Formal complaint to be investigated by Appeals Officers who have not had previous involvement with the complaint. Formal complaints may be lodged under any of the following circumstances:
 - new or additional relevant information or evidence not previously available or considered at the time the original decision was made;
 - procedural irregularity; and/or
 - evidence that the condition imposed is unreasonable.
- 1.4 Stage 4: External review through a third party if internal appeal is unsuccessful.
 - Pathway programs: Commonwealth Ombudsman for international students or University Student Ombudsman for domestic students.
 - Professional Year: Australian Computer Society (ACS), Accounting Professional Year Program (APYP), Engineering Education Australia (EEA).
- 1.5 Monash College may set limits on the handling of complaints or discontinue any process if the student making the complaint engages in behaviour that, because of its nature or frequency, raises substantial health, safety, resource or equity issues, or if the complaints is frivolous, vexatious or lacking in substances.

Roles and Responsibilities

Role/Decision/Action	Responsibility	Conditions and limitations
Making a complaint	Students	<p>Students cooperate with the College's complaint management process and treat staff with courtesy and respect. Failure to do so may result in the process being discontinued.</p> <p>Only the individual student concerned can make a complaint under this policy and cannot be made on</p>

		behalf of another person or persons.
<p>Delegated by the Appeals Committee to conduct investigation.</p> <p>Receive Stage 3 complaints and maintain register of Stage 3 complaints by recording and monitoring the complaints received from students</p>	Appeals Officer	determine if an investigation of a Stage 3 complaint is required
Ensuring that a fair investigation is carried out by the Appeals Officer	Appeals Committee	
Determining the complaint outcome (excluding complaints related to attendance)	Appeals Committee	
Determining attendance complaint outcome	Education Directors	
<p>Providing an avenue for an independent review of complaint outcome to ensure students are treated fairly and resolution of student complaints have been carried out in accordance with the Student Complaints Policy and Procedure.</p>	<p>Pathway programs:</p> <ul style="list-style-type: none"> Commonwealth Ombudsman (international students) University Student Ombudsman (domestic students) <p>Professional Year</p> <ul style="list-style-type: none"> Australian Computer Society Accounting Professional Year Program Engineering Education Australia 	

Definitions

Appeals Officer	Staff member responsible for receiving and managing a stage 3 complaint. An Appeals Officer may conduct all or part of the investigation and report findings to the Appeals Committee.
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Appeals Committee	The Committee is responsible for overseeing the investigation of a stage 3 complaint (excluding attendance appeals) to determine the outcome of the complaints, and delegates the responsibility to investigate Stage 3 to the Appeals Officer.
Frivolous	Not serious, relies on trivialities, does not warrant a review of the matter concerned.
Lacking in substance	Superficial, having no basis for making the claim
Staff	For the purposes of this procedure, staff includes all Monash College staff
Student	A student or learner is a person who: <ul style="list-style-type: none"> • is admitted or enrolled in a course of study or program at Monash College • have studied or completed studies at Monash College within six months of leaving the College
University Student Ombudsman	A person appointed by the Monash University Council who provides an independent review of the College's handling of domestic student complaints.
Vexatious	Done to cause unjustified trouble or for a purpose other than genuine

Related Documents

Legislation and Standards	Education Services for Overseas Students Act 2000 (Cth) Higher Education Standards Framework (Threshold Standards) 2021 National Code of Practice for Providers of Education and Training to Overseas Students 2018
Reference Policies, Procedures and Supporting Documentation	Student Code of Conduct Student Complaints Procedure Student Complaints Management Guidelines Complaint Form

Version control and accountability table

It is the responsibility of the Accountable Area and Responsible Officer to ensure compliance with this policy.

Accountable Area		Academic Process and Policy Academic Governance		
Responsible Officer		Manager, Academic Process and Policy Associate Director, Academic Governance and Quality		
Review Date		1 June 2026		
Approved by				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
2.0	Senior Academic Governance Advisor	Academic Board approved to align the procedure with the new academic governance structure	29/03/2023	01/06/2026
1.3	Academic Governance Officer	Director Governance approved minor administrative amendment to update roles and responsibilities	26/04/2022	26/04/2022
1.2	Academic Governance Officer	Director Governance approved minor amendment to articulate existing practice regarding favourable outcomes for appellants	09/11/2020	09/11/2020
1.1	Academic Governance Officer	Academic Board approved the policy review to update the principles, scope and definitions	04/08/2020	04/08/2020