

STUDENT COMPLAINTS PROCEDURE

Procedure Title

Student Complaints Procedure

Purpose

The procedure outlines the steps students must follow to submit a complaint and the responsibility of Monash College ("College") at each stage of the process. Staff responsible in relation to receiving, managing and investigating complaints are set out in the Student Complaints Management Guidelines.

Scope

This procedure applies to:

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

Procedure

1. Information and support for students seeking to make a complaint

Ref	Process Steps	Responsibility
1.1	All students to be informed about the complaint procedure and Student Services as part of the orientation process.	Student Services, Student Administration
1.2	Ensure adherence to the Student Code of Conduct when making a complaint.	Student
1.3	Complaints must be considered fairly, reasonably and with integrity.	All staff
1.4	Lodgement of complaints. Students under 18 may lodge complaints with the support of parents or guardians.	Students

2. Complaint Stage 1

Ref	Process Steps	Responsibility
2.1	In the first instance, complaints should be raised directly with the staff member concerned in person or in writing. It is preferably for students to write to the staff member about the complaint.	Students

	A complaint should be raised as soon as possible after the event that caused the complaint. Delaying the lodgement of a complaint may make it more difficult for staff to resolve the matter.	
2.2	The receipt of the complaint to be acknowledged within 2 working days and provide written update about the progress of the complaints within 5 working days.	Staff
2.3	Attempt must be made to resolve a complaint in Stage 1 before proceeding to Stage 2, unless there is compelling reason not to do so, for example if the staff member is unavailable or students are complaining about the staff member.	Student

3. Complaint Stage 2

Ref	Process Steps	Responsibility
3.1	<p>If a complaint has not been resolved in Complaint Stage 1, the complaint is to be directed to the program leaders responsible for academic delivery via email.</p> <p><i>English program</i> english.help@monashcollege.edu.au</p> <p><i>Foundation Year program</i> Refer to the “Study Help and Support” block in Moodle for Discipline Leaders’ details.</p> <p><i>Diploma program</i> Refer to the “Study Help and Support” block in Moodle for Team Leaders’ details.</p> <p><i>Professional Year</i> mpp-programs@monashcollege.edu.au</p>	Students
3.2	The receipt of the complaint to be acknowledged within 2 working days and provide written update about the progress of the complaints within 5 working days.	Program leaders

4. Complaint Stage 3

Ref	Process Steps	Responsibility
4.1	<p>If a complaint has not been resolved in Complaint Stage 1 or 2, a formal written request for resolution of the complaint is to be lodged in Stage 3 by completing the Complaint Form</p> <p>Students are expected to lodge a Stage 3 complaint as soon as possible after attempting Stage 1 or 2 but no later than 6 months from the date of the event that gave rise to the complaint.</p> <p>Students must provide all relevant information at the time of lodging a Stage 3 complaint. Failure to do so may result in the process being terminated.</p> <p>The Stage 3 complaint may be withdrawn at any time by writing to the Appeals Officer.</p>	Students
4.2	<p>The receipt of the Stage 3 complaint to be acknowledged within 5 working days.</p> <p>If the student has not completed Stage 1 or 2 without providing a compelling reason or the complaint was lodged outside of the timeframe, the student will be notified that the complaint will not progress.</p>	Appeals Officer
4.3	<p>The formal investigation will be conducted by the staff member with the delegated responsibilities by the Appeals Committee.</p> <p>If further information is required, the student will be contacted within 10 working days of lodging a Stage 3 complaint.</p> <p>The date when all the information has been received by the College will be considered to be the lodgement date for the purpose of the investigation.</p> <p>Appeals Officer may only discuss the complaint with other persons to:</p> <ul style="list-style-type: none"> assist with the investigation 	Appeals Officer

	<ul style="list-style-type: none"> request for information or advice relevant to the investigation disclose information to prevent a serious threat to life, health, safety or welfare to the complainant, student, staff or public. 	
4.4	<p>The complaint outcomes will be determined within 20 working days of the lodgement of the Stage 3 complaints.</p> <p>The complaint outcomes may be:</p> <ul style="list-style-type: none"> overturn Stage 1 or 2 decisions uphold Stage 1 or 2 decisions vary Stage 1 or 2 decisions 	<p>Appeals Committee (excluding attendance and Professional Year appeals)</p> <p>Education Directors (attendance and Professional Year appeals)</p>
4.5	Students receive notification of the complaint outcomes within 20 working days of lodging the Stage 3 complaints	Appeals Officer
4.6	<p>Implementation of the complaint outcome decision including correction of any system issues found in the investigation of the complaints where:</p> <p>the Stage 1 or 2 decisions have been overturned</p> <p>the Stage 1 or 2 decisions have been varied</p>	Staff

5. Complaint Stage 4

Ref	Process Steps	Responsibility
<i>Pathway program domestic students</i>		
5.1	If dissatisfied with the Stage 3 complaint outcome, a request for review maybe lodged with the University Student Ombudsman	Domestic students
5.2	If the University Student Ombudsman overturns the Stage 3 decisions, the action as recommended by the University Student Ombudsman will be implemented within 20 working days.	Appeals Committee

5.3	The domestic students will be informed of the actions taken as a result of the University Student Ombudsman's recommendation.	Appeals Officer
<i>Pathway program international students</i>		
5.4	If dissatisfied with the Stage 3 complaint outcome, a request for review may be lodged with the Commonwealth Ombudsman within 10 working days from the date of receiving the internal appeal outcome.	International students
5.5	Inform Monash of the lodgement with the Commonwealth Ombudsman by emailing ESOS.reporting@adm.monash.edu.au with the application and the Case Number allocated by the Ombudsman's office.	International students
5.6	If the Commonwealth Ombudsman overturns the Stage 3 decisions, the actions as recommended by the Commonwealth Ombudsman will be implemented within 20 working days.	Appeals Committee
5.7	The international students will be informed of the actions taken as a result of the Commonwealth Ombudsman's recommendation.	Appeals Officer
<i>Professional Year</i>		
5.11	If dissatisfied with the Stage 3 complaint outcome, a request for review may be lodged with the relevant professional body: <ul style="list-style-type: none"> • Australian Computer Society • Accounting Professional Year Program • Engineering Education Australia 	Professional Year learner
5.12	If the relevant Professional Year body overturns the Stage 3 decisions, the actions as recommended by the relevant Professional Year body will be implemented within 20 working days.	Director Education Strategy and Industry Development
5.13	The Professional Year learner will be informed of the actions taken as a result of	Appeals Officer

	the Professional Year body's recommendation.	
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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.
Appeals Committee	The Committee reviews appeals and makes determinations on the outcome of appeals (excluding attendance appeals) and delegates the responsibility to investigate to the Appeals Officer.
Domestic student	A student enrolled at an Australian location who is an Australian or New Zealand citizen, or who holds an Australian permanent resident visa or Australian permanent humanitarian visa
Staff	For the purposes of this procedure, staff includes all Monash College staff.
Students	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 • has deferred, or has intermitted, or has been suspended from a course of study or program
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.

Related Documents

Include the following key information as per examples detailed in the table.

Parent Policy	Student Complaint Policy
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

Version control and accountability table

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

Include the following key information as per examples detailed in the table. Previous editions must also be included with the latest changes noted at the top of the table.

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 policy 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

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