

Student Grievance and Appeal Policy and Procedure

RSY-SAS-PY-v5.2 Student Grievance and Appeal Policy and Procedure

Document History

Version	Date of Review	Date of Approval	Change(s)
3.0	Feb 2015	22 Mar 2015	Amended Policy and Procedures in accordance to requirements under the National Code, which recognises that both internal and external complaint and appeals processes play a role in ensuring that grievances are appropriately heard and addressed for both the student and the registered provider. These processes will enable students to firstly seek recourse using the registered provider's internal processes, and then if needed, through an independent, external person or body.
3.1	May 2015	10 Aug 2015	<ul style="list-style-type: none"> • Updated the Scope to specify that the Policy applies to both domestic and international students. • Amended Section 4.1(d) to clarify that the internal complaints and appeal processes are available to students without cost. • Amended Section 4.1 (e) to stipulate the student's right to be accompanied and assisted by a support person at any relevant meetings or hearings. • Updated Section 6.13 to 6.14 for Appeal against cancellation or suspension of enrolment. • Section 8: Added Overseas Students Ombudsman as an avenue for external appeals. • Added Section 9 for References • Added Section 10 for Supporting and Related Documents
4.0	July 2016	5 Aug 2016	<ul style="list-style-type: none"> • Updated the Policy for staff position changes in the College • Amended the Procedure to simplify the process for lodging a complaint. • Amended the constitution of the appeal panel.
4.1	Sep 2016	14 Oct 2016	<ul style="list-style-type: none"> • Updated Policy to contain reference to procedures for VET students where complaints and appeals have taken longer than 60 days to process in accordance to Standards for RTOs 2015.
5.0	Apr 2017	21 Apr 2017	<ul style="list-style-type: none"> • Updated the Policy to include: <ol style="list-style-type: none"> a. The student's obliged time frame and specific procedure for lodgement of complaints and appeals in accordance with Standard 8 of the National Code and Section 2.4 of HESF (Threshold Standards) 2015. b. RCDC's responsibility and obliged time frame for the complaints and appeals process in accordance with Standard 8 of the National Code and Section 2.4 of HESF (Threshold Standards) 2015. c. A clarification of the acknowledgement and notification process. d. The specific supporting documentation required for lodgement of appeal against an academic decision.

			<p>e. The amended notice for international students outlining RCDC's responsibility to maintain the student's enrolment depending on the type of appeal and information on seeking advice from DIBP for their visa status in accordance to the</p> <p>f. Standard 8 of the National Code.</p> <p>g. The amended avenues for external appeal, references and supporting and related documents.</p>
5.1	Jan 2018	Feb 2018	<p>Updated the Policy to:</p> <ul style="list-style-type: none"> • add both prospective and current student to the Scope. • add PRISMS to the definition. • include a procedure for appeal against administration decision • replace DIBP with the Department of Home Affairs • include ASQA and TEQSA for avenues for external appeal. • amend Section 8 References.
5.2	Apr 2018	Apr 2018	<p>Updated the Policy with minor changes to the website link for external appeals avenues.</p>

Approved by: Academic Board on **9 February 2018**

Distribution List

To: All RCDC Staff
All RCDC Students
All Associate Colleges, College Directors

Cc: Chair, Council
Chair, Senior Management Committee

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1 Purpose

The aim of the Policy is to ensure that Raffles College Design and Commerce and its students are protected and treated appropriately when a student submits a complaint or grievance. The Policy also serves to provide an effective, efficient, timely, fair, and confidential grievance and appeal handling procedure for all students.

2 Scope

- 2.1 This Policy covers both academic and non-academic grievances and appeals, and applies to both prospective and current domestic and international students on all campuses delivering Raffles College of Design and Commerce (RCDC) awards and qualifications.
- 2.2 The Dean is responsible for the training of academic staff in the application of this policy and procedure in relation to grievance and appeals for academic matters.
- 2.3 The Student Services Manager is responsible for the training of support staff in the application of the policy and procedure in relation to grievance and appeal for non-academic matters.
- 2.4 The Principal is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and all students and complainants are made aware of its availability.

3 Definition of Terms

Academic matters include those matters which relate to student progress, assessment, course content, or awards in a course of study.

An academic decision is a decision that affects the academic assessment or progress of a student within his/her award course. An appeal against an academic decision can include:

- an appeal to review a grade
- a decision to exclude a student in accordance with the Assessment Policy

Appellant means the person making the appeal.

Authorised investigator is a senior manager appointed by the Principal who holds the position of Manager, Dean or Principal. In the event of a complaint made against the Principal, the authorised investigator is the Chair of the College Council. The Principal or Chair of the College Council may also appoint an appropriate external person to act as authorised investigator.

Complainant refers to students (as defined below) who have lodged a grievance or appeal with RCDC.

Grievance (or Complaint) refers to a student's expression of dissatisfaction that their rights, existing interests and/or reasonable expectations have been adversely and unjustifiably impacted because of an action, decision or omission within the control or responsibility of the College and may include any circumstance related to College operations, services, and decisions, or the conduct of its staff, its students, or people associated with the College.

Natural justice, also known as procedural fairness, is concerned with the procedures used by a decision-maker, rather than the decision reached.

All parties to a complaint (complainant and respondent) must be afforded natural justice. Natural justice requires:

- The right to be heard;
- The right to be treated without bias;
- A decision based on evidence.

It requires therefore that the decision-maker use a fair and transparent procedure when making a decision and that the person against whom a complaint is made be kept informed of the complaint and afforded a reasonable opportunity to prepare and present their case and to have their case considered justly.

Non-academic matters are administrative matters which do not relate to student progress, assessment, course content or awards in a course, and may include grievances in relation to support and administration functions of the College, or personal information that RCDC holds in relation to the student.

PRISMS refers to the Provider Registration and International Student Management System, which is used to administer international student visas and enrolments.

Respondent refers to a person or entity against whom a complaint or appeal is made, which may include another student, a staff member or a department representing RCDC.

Service of notice of decision/determination refers to the manner and timing involved when a student/complainant is deemed to have received notice of decisions/determinations sent by post, fax, or email.

Student/s refers to all persons, including current and past students enrolled with RCDC and prospective students who are seeking enrolment with RCDC. Current and past students may lodge academic and non-academic grievances; prospective students may only lodge non-academic grievance relating to application, selection or admission processes.

Student appeal refers to a statement by a student that is submitted to RCDC in accordance with the Section 6 of this Procedure.

Student Appeal Panel refers to a panel formed to consider a student appeal.

Support person is a person accompanying either a Complainant or Respondent to a complaint resolution meeting, who is a current student or staff member and who is nominated by the Complainant or Respondent to provide support, and if required make representations on the Complainant's or Respondent's behalf. A support person must not be a current legal practitioner.

Working day refers to a day other than Saturday or Sunday, or a public holiday.

4 Policy Principles

RCDC will apply the principles of natural justice at all stages of this grievance and appeal procedure as follows:

4.1 Student Rights and Obligations

- 4.1.1 Student complaints and grievances will be treated in a serious, sensitive, confidential and timely manner.
- 4.1.2 A complainant will not be treated less favourably, victimised, or otherwise discriminated against as a result of making or withdrawing a complaint.
- 4.1.3 Parties to a complaint must conduct themselves honestly and courteously and seek to achieve an amicable resolution of the complaint where possible.
- 4.1.4 A student has the right to make a complaint, and to submit an appeal to the College on reasonable grounds about the determination of their complaint. RCDC's internal complaints and appeal processes are available to students without cost.
- 4.1.5 Students have the right to be accompanied and assisted by a support person at any relevant meetings or hearings.
- 4.1.6 Students are encouraged to resolve their complaint informally in the first instance. Should a student form the view on reasonable grounds that informal resolution is not possible, appropriate or satisfactory, the student may submit a formal complaint.

- 4.1.7 A complainant has the right to appeal against the outcome of a formal complaint, or of a determination under another Policy within the following indicative timeframes:
- a) Appeals against an outcome of the complaint: within 20 working days of notice of the outcome.
 - b) Appeals against an academic decision: within 10 working days of the student being advised of the academic decision unless extended time is approved by the Dean.
 - c) Appeals against a cancellation or suspension of enrolment: within 20 working days of notice of intention to cancel or suspend the enrolment.
- 4.1.8 The grounds of any appeal under this Policy are limited to the procedural fairness of the RCDC complaint resolution process.
- 4.1.9 The student's enrolment status will be maintained pending the outcome of the grievance and appeal process.
- 4.1.10 A complainant may at any time withdraw their complaint, by notice in writing to the Student Services Manager. If a complaint is withdrawn, any processes arising out of the complaint may, at the discretion of the Student Services Manager, be either continued or discontinued.
- 4.1.11 The availability of the College's grievance and appeal processes does not remove a person's right to contact, lodge a complaint with, or seek a review by an appropriate external organisation or to take action under relevant laws.

4.2 RCDC's Rights and Obligations

- 4.2.1 Staff involved in resolving student complaints or grievances must act fairly at all times and ensure that decisions are based on a thorough and unbiased consideration of facts and views expressed by all parties.
- 4.2.2 The College will maintain confidentiality to the greatest possible extent at all stages of these procedures, in the best interests of the parties to a complaint. Communication about the complaint must be limited to persons to whom disclosure is consistent with their official position and responsibilities, and privacy legislation.
- 4.2.3 Parties to a formal complaint or student appeal will be kept informed of the progress of the complaint or appeal, and, within a reasonable timeframe, will be provided with written advice of the College's determination(s) in relation to the complaint or appeal and the reason for the determination(s).
- 4.2.4 RCDC may choose not to act on a grievance that it regards on reasonable grounds as malicious, made in bad faith, vexatious or trivial.
- 4.2.5 RCDC will aim to adhere to the following indicative time frame:
- a. The Student Services Manager will acknowledge receipt of a complaint or appeal within 5 working days of lodgement.
 - b. The Student Services Manager will commence the investigation process and refer the complaint to an authorised investigator within 10 working days of lodgement.
 - c. The investigation process will be concluded within 20 working days of the lodgement and the Student Services Manager will provide a complainant a written notification of a decision of the complaint, which includes reasons for the outcome and details of the right to appeal against the decision and avenues of external appeal.

- d. Where RCDC considers more than 60 calendar days are required to process and finalise the complaint or appeal, it will inform the complainant or appellant in writing with reasons for the timeframe, and will regularly update the complainant or appellant on the progress of the matter.
- 4.2.6 Records of all formal grievances and appeals will be kept by the Student Services Manager in accordance to RCDC's Document and Records Management Policy. These records will be kept strictly confidential and stored securely.
- 4.2.7 The Student Services Manager will provide a quarterly written report at the end of every term to the Senior Management Committee and the Academic Board which will include:
- Quantitative and qualitative analysis of the formal complaints and student appeals received, referred, resolved and withdrawn;
 - Recommendations for changes to this policy, practices and the management of complaints.

5 Grievance Procedure

5.1 Stage 1. Informal Grievance

- 5.1.1 Students are encouraged to resolve their grievance or complaint informally in the first instance by making an initial approach to the relevant staff member or student to discuss the matter. This informal method of resolution allows the parties to explore options and make their own decisions about how to resolve a complaint rather than having a third party make and enforce a decision.
- 5.1.2 A student wishing to make a complaint is encouraged to seek advice from a person independent of the complaint and knowledgeable about this complaint resolution process such as:
- Student Services Manager
 - Program Coordinator
 - Program Director

Together with the independent person, the student should:

- consider whether the complaint is reasonable;
- clarify the details of the matter, including the events that occurred, the basis for the complaint and the remedy sought;
- consider and confirm whether the complaint is best resolved informally or whether it requires the student to submit a formal complaint.

5.2 Stage 2. Formal Grievance Resolution

- 5.2.1 If a student's grievance cannot be resolved as outlined in section 5.1, the student may make a formal complaint.
- 5.2.2 In order to submit a formal complaint, the student must submit a completed Student Complaint Form to Student Services Manager by email to studentservices@raffles.edu.au.
- 5.2.3 Students who are unable to submit a complaint in writing may contact the Student Services Manager to arrange an alternative option of lodgement.
- 5.2.4 For students who wish to authorise another person to act on their behalf, an authorisation must be submitted in writing to the Student Services Manager.
- 5.2.5 The College will not accept a formal complaint submitted more than 6 months after the latest relevant action, notification of a decision, or omission with regard to the matter that is the

subject of the complaint, other than in exceptional circumstances as determined by the Student Services Manager.

- 5.2.6 To assist in the investigation process, the complainant should include details of the grievance and any relevant documentary evidence, such as:
- The name of the person (or department) about whom the complaint is made;
 - A description of the events that have occurred, including efforts made to informally resolve the complaint;
 - The basis for the complaint;
 - The name and contact details of any witness or supporting party;
 - The outcome the complainant seeks;
 - The name of a support person who will accompany the student to meetings or hearings.
- 5.2.7 The Student Services Manager will acknowledge receipt of a formal complaint within 5 working days of lodgement.
- 5.2.8 If the Student Services Manager determines that a submission is not made in accordance with the requirements stated in clause 5.2.5, it will be referred back to the complainant.
- 5.2.9 Where the Student Services Manager forms the view on reasonable grounds that a complaint is malicious, made in bad faith, malicious or trivial, they may dismiss the complaint and notify the complainant of this decision within 20 working days from the date of receipt of the complaint. The complainant may then decide whether they deem it appropriate to take further action.
- 5.2.10 An anonymous complaint will be recorded and any further action with regard to that complaint will depend on the ability of the Student Services Manager to consider the complaint and determine an appropriate outcome on the basis of the information available to them.

5.3 Investigation

- 5.3.1 The Student Services Manager will make an initial assessment to determine whether the complaint falls within the provisions of the policy and refer to the authorised investigator within 10 working days of receipt of the complaint.
- 5.3.2 The authorised investigator will determine a process for resolving the complaint. This may include:
- nominating an appropriate staff member to assist;
 - meeting with the parties (with their respective support person), together or separately, and/or;
 - providing for mediation, conciliation or investigation of the complaint by an independent third person.
- 5.3.3 The authorised investigator shall ensure all parties are afforded natural justice, which includes providing the respondent with the opportunity to respond in writing to the complaint.
- 5.3.4 Where the complaint relates to an allegation of discrimination, bullying or harassment, the complaint will be handled under the Harassment, Bullying and Discrimination Prevention Policy and Procedure.
- 5.3.5 The authorised investigator will consider whether or not the complaint is substantiated and recommend an appropriate response.

5.4 Determination

- 5.4.1 Based on the investigation carried out, the authorised investigator will:
- a. Document the process used for resolving the complaint and findings relevant to the complaint.
 - b. Note if an agreement has been reached by the parties and, if so, the terms of that agreement.
 - c. If no agreement is reached by the parties, state the determination and provide reasons in support of it.
 - d. State any recommended actions (including remedies by the respondent if appropriate) to resolve the grievance.
- 5.4.2 For record-keeping purposes, the authorised investigator will provide the Student Services Manager with a copy of all documentation relevant to the complaint, which will be kept in accordance to Section 4 above.
- 5.4.3 If that authorised investigator has made any recommendations for actions to resolve the grievance, including the review of policies or procedures, the Student Services Manager will consider the recommendations and take action as appropriate.
- 5.4.4 The Student Services Manager will provide the complainant a written notification of the outcome of the complaint, which includes reasons for the decision, recommendation and the right to access an internal appeal against the decision within 20 working days of the notification.

5.5 Extension of time

Where a determination can not be reached by the due date, the authorised investigator may extend the time in order to complete the process. The authorised investigator must notify the Student Services Manager and outline the steps already taken, those steps still required in order to finalise the complaint resolution process, and an estimate of the time required to complete the process. The Student Services Manager will subsequently advise the complainant of the new time-frame.

6 Student Appeals

6.1 Appeal against Outcome of Complaint

- 6.1.1 If a complainant, after receiving a determination of their formal complaint, believes they have grounds for a student appeal, they may initiate that appeal. The grounds for a student appeal are usually limited to a breach of natural justice having occurred in the resolution of a formal complaint.
- 6.1.2 In order to appeal to the decision, the appellant must submit a completed Student Appeals Form to Student Services Manager by email to studentservices@raffles.edu.au within 20 working days of the notification of the outcome of the formal complaint, and should include details such as:
- The determination(s) which are being appealed;
 - Explain, with relevant evidence, why the process used by the decision-maker, and/or the determination itself, was procedurally unfair, and why a fair procedure might have led to a different determination; and
 - Any relevant documentation that supports the grounds of appeal.
- 6.1.3 The Student Services Manager will acknowledge receipt of a student appeal within 5 working days of lodgement. A submission not made in accordance with clauses 6.1.1 to 6.3.1 will be referred back to the complainant.

- 6.1.4 The Student Services Manager will commence the investigation process within 10 working days of lodgement.

6.2 Appeal against an Academic Decision

- 6.2.1 A student who believes there are genuine grounds for contesting an academic decision should first discuss their concerns with their lecturer or Program Director. If the discussion does not satisfactorily resolve the student's concerns, s/he may lodge a written appeal to the Student Services Manager against the academic decision.
- 6.2.2 To access an appeal against the academic decision, the appellant must submit the completed Student Appeal Form to Student Services Manager by email to studentservices@raffles.edu.au.

This must occur within:

- a. 10 working days of the student being advised of the academic decision, or
 - b. 10 working days of the result being posted by the College, or
 - c. extended time as the Dean may reasonably authorise.
- 6.2.3 The appellant must be able to demonstrate how due process was not observed and provide any relevant documentary evidence, such as:
- A letter explaining the reasons and grounds for appeal
 - The relevant assessment tasks being assessed and marked if appealing against a mark or grade
 - A written statement from the lecturer or Program Director explaining the reasons for their decision of informal review in accordance with clause 6.2.1.
 - Any relevant documentation that supports the grounds for appeal

6.3 Appeal against Cancellation or Suspension of Enrolment

- 6.3.1 RCDC has the right to cancel or suspend a student's enrolment in some circumstances including:
- failure to maintain satisfactory academic progress
 - failure to pay tuition fees
 - failure to meet attendance requirements
 - student misconduct
- 6.3.2 If RCDC intends to cancel or suspend a student's enrolment and the student has been issued a notification of intention to cancel or suspend the enrolment, the student has the right to lodge an appeal against the decisions within 20 working days of the notification.
- 6.3.3 To access an internal appeal against the decision, the student must submit a completed Student Appeal Form to Student Services Manager (email: studentservices@raffles.edu.au) within 20 working days of the notification of the outcome. Any relevant documentary evidence must be provided.
- 6.3.4 The Student Services Manager will acknowledge receipt of the appeal within 5 working days and commence an investigation process within 10 working days of lodgement.

- 6.3.5 The student's enrolment at RCDC will be maintained until the internal appeal process is complete if the appeal is against the RCDC's decision to:
- a. defer or suspend the student's enrolment due to misbehaviour or,
 - b. cancel the student's enrolment
- 6.3.6 For international students, RCDC will maintain the student's enrolment and will not report the student to Department of Home Affairs until the external appeals process is complete and the outcome of the external process has supported RCDC's decision to report if the appeal is against the RCDC's decision to report the student for:
- a. Unsatisfactory course progress or,
 - b. Unsatisfactory attendance
- 6.3.7 International students who have had their enrolments cancelled or suspended and reported to the Department of Home Affairs through PRISMS are advised to contact the immigration office to seek advice on their current visa status.

6.4 Appeal against Administrative Decision

- 6.4.1 A student who is not satisfied with an administrative decision made by RCDC may appeal that decision. Administrative decisions include:
- Outcome of request for refund of fees
 - Outcome of request for release
 - Outcome of request for deferral/leave of absence
 - Appeal against admissions decision
- 6.4.2 To access an internal appeal against an administrative decision, the student must submit a completed Student Appeal Form to Student Services Manager (email: studentservices@raffles.edu.au) within 20 working days of the notification of the outcome. Any relevant documentary evidence must be provided.
- 6.4.3 The Student Services Manager will acknowledge receipt of the appeal within 5 working days and commence an investigation process within 10 working days of lodgement.
- 6.4.4 If a student has appealed against an outcome of their request for release or request for deferral/leave of absence, the student's request for enrolment variation will not be processed until the internal appeal process is complete. During this time the student must continue to meet the course requirements (including attendance and assessment), until the internal appeal process is complete.
- 6.4.5 In the case of 6.4.4, students who do not continue to meet course requirements may have their enrolment cancelled, and international students may have their visa status impacted.

6.5 Determination

- 6.5.1 Based on the grounds of the appeal, the appeal will be considered by the person or panel as stated below:
- a. The appeal will be considered by the Principal, where the Principal has not acted as the authorised investigator.
 - b. The appeal will be considered by the Chair of the College Council, where the Principal has acted as the authorised investigator.

- c. If the student elects, the appeal will be considered by a panel consisting of either the Principal or Chair of the College Council, another authorised investigator and the President of the Student Representative Council.
- 6.5.2 The person or panel considering the appeal must carry out all reasonable actions to collect as many facts and evidence as possible to allow for an effective and thorough investigation of the case under appeal.
- 6.5.3 At the conclusion of the appeal investigation, the person or panel considering the appeal must make a determination that includes one of the following actions:
 - a) Uphold the original decision;
 - b) Uphold the original decision and modify the recommend action(s);
 - c) Overturn the original decision and recommend an alternative resolution or action;
 - d) Overturn the original decision and refer the matter to an alternative process for investigation.
- 6.5.4 The Student Services Manager will provide the student with a written notification of the outcome of the decision and the right to access an external appeal against the decision.

7 Stage 4. External Complaint or Appeal

- 7.1 A student has the right to contact or lodge a complaint with external organisations at any time. The College notes that many external bodies advise that, ordinarily, complainants should first attempt to resolve their grievances internally using the procedures of the College and exhausted all internal avenues to solve the grievance, before seeking external assistance.
- 7.2 The College will deal promptly with all requests from the external organisations related to complaints and appeals made to them.
- 7.3 Avenues for External Appeal: The following complaints handling services provide impartial external appeals processes that complainants may choose to access:
 - a. **Resolution Institute** (<https://www.resolution.institute>): Students can request mediation through the Resolution Institute. The costs of mediation will be covered by RCDC.
 - b. **The Anti-Discrimination Board of NSW** (www.antidiscrimination.justice.nsw.gov.au): Students may contact the Board at any time throughout or after the complaint process.
 - c. **The Australian Human Rights Commission** (www.humanrights.gov.au): Students may contact the Commission with regards to complaints of discrimination and human rights breaches, at any time throughout or after the complaint process.
 - d. **The Overseas Students Ombudsman** (<http://www.ombudsman.gov.au>): International students may contact the Ombudsman to address certain complaints by overseas students.
 - e. **Australian Skills Quality Authority** (<https://www.asqa.gov.au/>): Prospective students or students enrolled in VET courses may contact AQSA to make complaints about issues that ASQA regulates.
 - f. **Tertiary Education Quality and Standards Agency** (<https://www.teqsa.gov.au/>): Prospective students or students enrolled in Higher Education courses may contact TEQSA to make complaints about issues that TEQSA regulates.

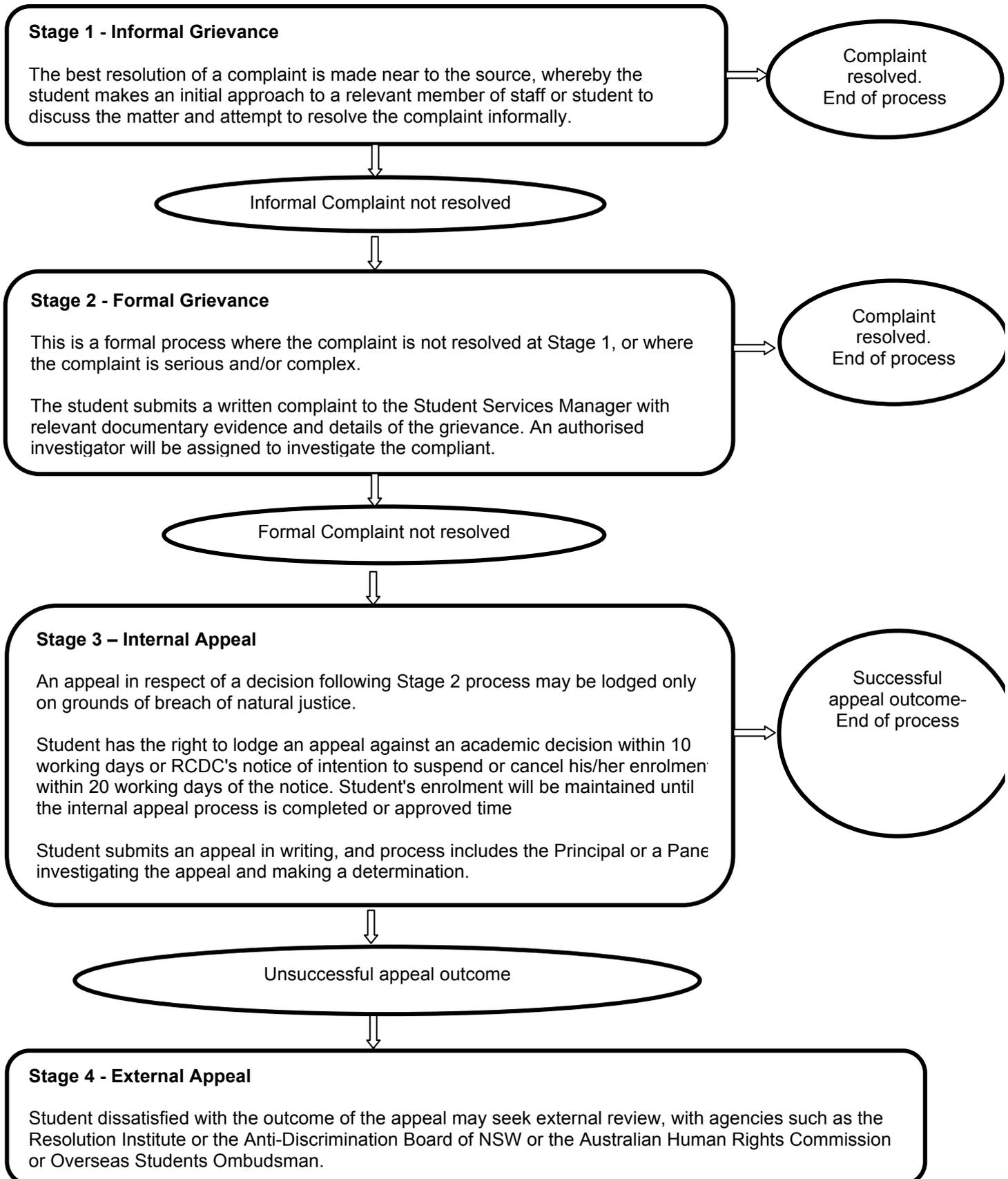
8 References

- Higher Education Standards Framework (Threshold Standards) 2015 of the Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act 2011)
<https://www.legislation.gov.au/Details/F2015L01639>
- Education Services for Overseas Students Act 2000- National Code of Practice for Providers of Education and Training to Overseas Students 2018
<https://www.legislation.gov.au/Details/F2017L01182>
- Standards for Registered Training Organisations 2015
<https://www.legislation.gov.au/Details/F2014L01377>
- Anti-Discrimination Board: www.antidiscrimination.justice.nsw.gov.au
- Australian Human Rights Commission: www.humanrights.gov.au
- Overseas Students Ombudsman: <http://www.ombudsman.gov.au/>
- The Department of Home Affairs : www.homeaffairs.gov.au

9 Supporting and Related Documents

- Course Progress Policy and Procedure
- RCDC Academic Misconduct and Plagiarism Policy
- Student Misconduct Policy and Procedure
- Attendance Policy and Procedure
- RCDC Deferment, Suspension and Cancellation Policy and Procedure
- Harassment, Discrimination and Bullying Prevention Policy and Procedure
- Document and Records Management Policy
- Equity and Diversity Policy (to be approved by AB)
- Student Complaints Form
- Student Appeals Form
- Student Complaints Register
- Student Grievance & Appeal Flowchart

Student Grievance and Appeal Flow Chart



<SAMPLE TEMPLATE>- Acknowledgement Letter of Lodgement of Complaint

<Date>

Student ID: <Student ID>

Student Name: <Student Name>

Student DOB: <Student DOB>

Re: Acknowledgement Letter of Lodgement of Complaint

Dear <Name>

This is to acknowledge that we have received your complaint lodged on <Date> and your complaint has been referred to <Name and Position of Authorised Investigator> as the authorised person for investigating your complaint.

We expect the investigation to be resolved within 20 working days from the date you lodged your complaint. Within this time period, we may contact you to request further information or to advise you of the outcome or progress of the investigation, or if additional time is needed.

Please ensure that you access to your email regularly and if at any stage, you do not wish to proceed with your complaint, please notify us in writing.

Please refer to the Student Grievance and Appeal Policy and Procedure for details on how your complaint will be managed and the various options available to you. This document is available online at <http://www.raffles.edu.au/policies-and-procedures.html>.

If you have any questions regarding this matter, please don't hesitate to contact me.

Yours sincerely

<Signature>

<Name of Student Services Manager>
Student Services Manager

<SAMPLE TEMPLATE>- Complaint Outcome Letter

<Date>

Student ID: <Student ID>

Student Name: <Student Name>

Student DOB: <Student DOB>

Re: Notification of the Outcome of your Complaint

Dear <Name>

This is to notify you that the investigation of your complaint has been completed by <Authorised Person>. The following determinations have been made:

- <List Findings and Reasons, outlining whether the complaint is being dismissed or whether any recommendation is being offered to the student.>

You have the right to appeal this by completing a Student Appeals Form and submitting it to me within 20 working days of this notice that is, by 5:00pm, <Date>.

Please note that if no appeal is submitted by this deadline, you will be deemed to have accepted the outcome, and any actions required by the determinations will be undertaken.

Please refer to the Student Grievance and Appeal Policy and Procedure for details on how your complaint will be managed and the various options available to you. This document is available online at <http://www.raffles.edu.au/policies-and-procedures.html>.

If you have any questions regarding this matter, please don't hesitate to contact me.

Yours sincerely
<Signature>

<Name of Student Services Manager>
Student Services Manager

<SAMPLE TEMPLATE>- Acknowledgement Letter of Lodgement of Appeal

<Date>

Student ID: <Student ID>

Student Name: <Student Name>

Student DOB: <Student DOB>

Re: Acknowledgement Letter of Lodgement of Appeal

Dear <Name>

This is to acknowledge that we have received your appeal against the <Decision> lodged on <Date> and your appeal is being considered by the <Person/Panel>.

We expect the case to be resolved within 20 working days from the date you lodged your appeal. Within this time period, we may contact you to request for further information or to advise you of the outcome or progress of the assessment, or if additional processing time is needed.

Please ensure that you access to your email regularly and if at any stage, you do not wish to proceed with your appeal, please notify us in writing.

Please refer to the Student Grievance and Appeal Policy and Procedure for details on how your appeal will be managed and the various options available to you. This document is available online at <http://www.raffles.edu.au/policies-and-procedures.html>.

If you have any queries regarding this matter, please don't hesitate to contact me.

Yours sincerely

<Signature>

<Name of Student Services Manager>
Student Services Manager

<SAMPLE TEMPLATE>- Appeal Outcome Letter

<Date>

Student ID: <Student ID>

Student Name: <Student Name>

Student DOB: <Student DOB>

Re: Notification of the Outcome of your Appeal

Dear <Name>

This is to notify you that your request to appeal against the <Decision> has been considered by <Person>. The following determinations have been made:

- <List Findings and Reasons, outlining whether the complaint is being dismissed or whether any recommendation is being offered to the student.>

You have the right to appeal this by completing a Student Appeals Form and submitting it to me within 20 working days of this notice that is, by 5:00pm, <Date>.

Please note that if no appeal is submitted by this deadline, you will be deemed to have accepted the outcome, and any actions required by the determinations will be undertaken.

OR

As you have now extinguished all avenues of internal appeal, should you wish to appeal this matter further, that appeal will need to be made to an appropriate external body. The College will accept any decision made by an external body. The external bodies to whom you may appeal, as listed in our Student Grievance and Appeal Policy and Procedure, are:

- **Resolution Institute** (<https://www.resolution.institute>)
- **The Anti-Discrimination Board of NSW** (www.antidiscrimination.justice.nsw.gov.au)
- **The Australian Human Rights Commission** (www.humanrights.gov.au)
- **The Overseas Students Ombudsman** (www.oso.gov.au)

Within 20 working days of this notice, please inform me if you intend to lodge an appeal to an external body. If no notification is submitted by this deadline, you will be deemed to have accepted the outcome, and any actions required by the determinations will be undertaken.

Please refer to the Student Grievance and Appeal Policy and Procedure for details on how your complaint will be managed and the various options available to you. This document is available online at <http://www.raffles.edu.au/policies-and-procedures.html>.

If you have any questions regarding this matter, please don't hesitate to contact me.

Yours sincerely

<Signature>

<Name of Student Services Manager>

Student Services Manager

STUDENT COMPLAINTS FORM

If you feel that you have experienced unreasonable treatment, disadvantage or distress in any aspects of your educational experience in RCDC and want to complain about it, please let us know and we will endeavour to resolve the issue as soon as practicable in accordance to the Student Grievance and Appeal Policy and Procedure.

To assist us in addressing your complaint, please submit the completed form to Student Services Team on Ground Level. Alternatively, you may email your complaint to studentservices@raffles.edu.au

Please be assured that any complaint raised by a student will be handled with seriousness, professionalism and in confidence, this means that information regarding your complaint will not be disclosed to anyone who does not have a legitimate reason to know about it. You will not be regarded or treated less favourably because you have chosen to make a complaint. We recognise your right to be assisted and, if needed, be represented by a person of your choosing in the resolution of a complaint.

STUDENT DETAILS	
Student ID:	Mobile Number:
Family Name:	Given Name:
Email Address:	

COMPLAINTS DETAILS	
<input type="checkbox"/> Academic matters <input type="checkbox"/> Non-Academic matters <input type="checkbox"/> Other	
Please provide a brief description of the nature of complaint: for example: is the complaint relating to a specific staff, a department, a course, a subject, an event, facilities, services provided, or others.	
Have you tried to resolve the complaint informally?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide the details:	
Name of the staff you contacted:	
Outline the response you received (please attach copies of written correspondences).	

Raffles

COLLEGE OF DESIGN

Raffles College Pty Ltd, trading as Raffles College of Design & Commerce

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T +61 2 9633 3800 | F +61 2 9633 3399

E contact@raffles.edu.au | W www.raffles.edu.au

If no, please explain why and provide details of your complaint.	
What is your desired outcome to resolve the complaint?	

STUDENT DECLARATION

By submitting this form I acknowledge that:

- I have read the Student Grievance and Appeal Policy and Procedure and from my best knowledge, the information I have provided in this form and the supporting documentation are true and accurate.
- I understand that I may be required to provide additional information or attend meetings with an authorised investigator and/or respective staff during the investigation period.
- I understand that if the complaint is made in bad faith, malicious or trivial, RCDC may dismiss the complaint.

Student Signature:

Date:

Official Use Only

Initial complaint submitted by student:	Date:	Name:
Acknowledgement Letter issued:	Date:	Name:
Investigation commenced:	Date:	Name:
Outcome Letter issued:	Date:	Name:
Recommendation & Outcome implemented	Date:	Name:
Records filed:	Date:	Name:

STUDENT APPEALS FORM

This form is to be used for students who wish to appeal against the decisions made by RCDC for both academic and non-academic matters. If you wish to access the appeals process, please submit a completed form to Student Services Team on Ground Level or to studentservices@raffles.edu.au. We will endeavour to resolve the request as soon as practicable in accordance to the Student Grievance and Appeal Policy and Procedures.

STUDENT DETAILS

Student ID:	Mobile Number:
Family Name:	Given Name:
Email Address:	

NATURE OF APPEAL

Academic

Academic Misconduct Assessment result Course Progress Other

Non-Academic

Outcome of Complaint Cancellation or Suspension of Enrolment Refund Release

Deferral Leave of Absence Admissions Other

GROUND(S) FOR APPEAL (Assessment)

If you wish to appeal against the assessment result or course progress, please provide the name of the subject and details of the assessment. (Please attach supporting documentation)	Subject Code	Subject Name	Assessment Result

Please provide the grounds of appeal (Please attach supporting documentation)

GROUNDS FOR APPEAL (Other)	
<p>Please outline the details of the decision you wish to appeal and the grounds for appeal. (Please attach supporting documentation)</p>	

STUDENT DECLARATION		
<p>By submitting this form I acknowledge that:</p> <ul style="list-style-type: none"> I have read the Student Grievance and Appeal Policy and Procedure and from my best knowledge, the information I have provided in this form and the supporting documentation are true and accurate. I understand that I may be required to provide additional information or attend meetings with an authorised person of the appeals panel and/or respective staff during the investigation period. 		
<table border="1" style="width: 100%;"> <tr> <td style="width: 60%;">Student Signature:</td> <td>Date:</td> </tr> </table>	Student Signature:	Date:
Student Signature:	Date:	

Official Use Only		
Initial appeal submitted by student:	Date:	Name:
Acknowledgement Letter issued:	Date:	Name:
Investigation commenced:	Date:	Name:
Outcome Letter issued:	Date:	Name:
Recommendation & Outcome implemented	Date:	Name:
Records filed:	Date:	Name: