



Complaint: Student, Customer, Client and Stakeholder Policy Version 4



1 Document Control

Version	Date	Amended by	Changes Made
1	13/4/2017	Simone Spicer	Initial document
2	17/5/2017	Simone Spicer	HEBoS & VETBoS comments
3	12/12/2017	Sandra Walls	Minor changes to realign complaint reporting structure
4	25/06/2019	Simone Spicer	Minor administrative changes to position titles and addition of client to scope and definition; remove reference to CAE, BHIG and Group

2 Purpose

To provide a framework for lodging and resolving complaints and grievances made by students, customers, clients and stakeholders. This policy and procedure replaces the Student Grievance Policy - Box Hill Institute and the Student Grievance Procedure - Box Hill Institute.

3 Scope

A Complaint means an expression of dissatisfaction made to the organisation relating to an action/decision by BHI which is alleged to have an adverse impact on the complainant/s.

This Policy applies to:

- All Box Hill Institute campuses and programs conducted by BHI
- Current, prospective and former students of BHI
- Customers, clients and other stakeholders

This Procedure sets out a process to ensure:

Objectivity and fairness

Complaints are managed in an equitable, objective and unbiased manner and with regard to fairness and timeliness.

Access and transparency

Information about how and where to complain is well publicised and easily accessible to all stakeholders.

Responsiveness

Complaints are acknowledged in a timely manner, addressed promptly and according to order of urgency, and the Complainant is informed of the process.



Confidentiality and privacy

- Complaints are treated confidentially and the identity of Complainants kept confidential to the extent possible where requested, except where the law otherwise provides.
- In handling Complaints, the Institute will comply with the requirements of privacy legislation.

Accountability

- The Complaint response system is open to scrutiny and there is reporting of the process against performance standards.
- A Complaints Register is maintained.

Complaints from students, customers or stakeholders relating to harassment are promptly referred to relevant management for urgent attention and response.

Complaints related to unlawful discrimination, sexual harassment, bullying or student conduct are responded to with reference to specific policy and procedures:

- Equal Employment Opportunity and Prevention of Workplace Discrimination Policy
- Prevention of Workplace Harassment Policy
- Prevention of Bullying Policy
- Student Conduct Management Policy
- Student Conduct Management Procedure
- Student Code of Conduct
- Students with a Disability Policy
- Students with a Disability Procedure

The Students with a Disability Policy and Students with a Disability Procedure apply to Complaints of Unlawful discrimination on the basis of disability or medical condition.

Complaints about unprofessional or inappropriate staff conduct or about student conduct

Complaints about staff are addressed by the relevant Manager or Dean/Head and the Executive Manager Workplace Relations with reference to employment and personnel policy and procedures.

Complaints about a student or students must be addressed by the relevant Dean/Head and Operations Manager with reference to the Student Code of Conduct, the Student Conduct Management Policy and the Student Conduct Management Procedure.

Complaints about Academic Matters

These complaints include those related to academic results, academic process, academic conduct or withdrawal of awards or degrees.

- In the first instance a complaint on an academic matter is lodged within the Faculty: with the Teacher, Program Coordinator or Operations Manager.
- If a satisfactory resolution is not achieved or the Complainant believes the Operations Manager is a party to the Complaint, the Complaint is referred to the Dean/Head.
- The Dean/Head will consult with any relevant parties and investigate the circumstances to negotiate an acceptable outcome.
- If the Complainant or Dean/Head considers the Complaint has not been satisfactorily resolved the Complaint may be referred to the Executive Director, Educational Delivery. The referral will be in

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writing and include all supporting documentation related to the matter within 15 days of receipt of the complaint.

The Executive Director, Educational Delivery will:

- Notify the Complainant within 15 days of receipt of the complaint that the matter has now been referred.
- Provide to the Complainant and respondent, within 30 business days of the receipt of the Complaint, a written decision in response to the matters raised and describing in writing the reasons for the decisions and the actions taken as part of the procedure.
- If no decision has been made within 30 business days of receiving the Complaint, ensure that the Institute writes to the Complainant, stating the reasons for the delay and further provide updates on the matter at regular intervals of no more than 30 days until a decision is made.

4 Policy Statement

BHI is committed to providing an effective complaints response system that reflects the needs, meets the expectations and protects the rights of Complainants.

A student, customer, client or other stakeholder has the right to make a formal complaint and have their concerns addressed fairly at all stages of the response process.

This policy statement sets the framework for addressing complaints.

BHI addresses complaints through a resolution process based on that formulated by the Victorian Ombudsmen. Complaints will be investigated thoroughly and in accordance with this policy.

Complaints will be addressed as quickly as possible with the aim of seeking a resolution acceptable to all parties. The matters will be addressed between those directly responsible unless there are valid reasons for involving third parties.

BHI may discontinue any investigation when it reasonably considers that the process is stalled, raises safety concerns, is frivolous, vexatious or lacks credibility.

The outcome of a Complaint will be:

- Communicated, within privacy and confidentiality restraints, to the Complainant, respondent and any other party directly involved
- Noted on the Complaints Register
- Evaluated to ensure correct process was followed
- Reviewed to ascertain if management can make improvements to operational practice
- It is expected that agreed actions will be implemented by the parties.



5 Definitions

Term	Definition
Students, Customers, clients and stakeholders	A student includes current, prospective and former students of BHI.
	A customer is an individual or business that purchases BHIs goods or services.
	A client is the receiving end of a BHI service or the requestor of a service.
	A stakeholder is a party that has an interest in BHI and can either affect or be affected by the business.
Complaint	an expression of dissatisfaction made to the organisation relating to an action/decision by BHI which is alleged to have an adverse impact on the complainant/s.
Complainant	person expressing dissatisfaction with an action or inaction associated with responsibilities of the organisation

6 Related Procedures

The following procedures are linked below:

- Complaint: Student, Customer, Client and Stakeholder Procedure

7 Related Operating Guidelines

8 Related Forms

Nil

9 Related Legislation and Registration

9.1 Box Hill Institute Nil

9.2 External

- [Victorian Ombudsmen](#)
- [Overseas Students Ombudsman](#)
- [Consumer Affairs Victoria](#)
- [Australian Skills Quality Authority](#)
- [Tertiary Education Quality and Standards Agency](#)
- [Victorian Registration & Qualifications Authority](#)



10 Records

Records will be maintained in accordance with the requirements of Box Hill Institute's Records Management Policy and Procedures.

Where the privacy of individuals may otherwise be compromised, records will be maintained as confidential.

11 Review

This policy must be reviewed no later than three (3) years from the date of CEO endorsement. The policy will remain in force until such time as it has been reviewed and re-approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

12 Responsibilities

Executive Manager, Student Life is responsibility for implementation of this policy

13 Owner

Owner	Author
Executive Director, Educational Delivery	Executive Manager, Student Life

14 Approval Body

The CEO is the approval body.

Chief Executive Officer	Signature	Date
Vivienne King		