



# Complaint: Student, Customer, Client and Stakeholder Policy Version 7.2



# 1 Document Control

Version	Date	Amended by	Changes Made
1	13/04/2017	Exec Manager Student Life	Initial document
2	17/05/2017	Exec Manager Student Life	HEBOS & VETBOS comments
3	12/12/2017	GM Academic Governance	Minor changes to realign complaint reporting structure
	8/4/2019	Academic Quality Coordinator	Minor administrative changes to remove reference to 'BHIG' and 'CAE'
4	25/06/2019	Exec Manager Student Life	Minor administrative changes to position titles, inclusion of 'client' in the title and scope of the policy; remove reference to CAE, BHIG and Group
5	28/01/2020	Director Academic Quality	Addition of minimum standards for acknowledging and resolving formal complaints, including communication with Complainant.
6	03/03/2020	Exec Manager Student Life	HEBOS & VETBOS feedback
7	26/03/2020	Exec Manager Student Life	Reference to international education agents, student representation, support persons, procedural fairness and transparency.
7.1	24/06/2020	Exec Manager Student Life	Minor administrative changes to the title of Prevention of Workplace Discrimination, Bullying & Harassment Policy
7.2	06/08/2021	Exec Manager Student Life	Minor administrative changes to include the SASH P&P, TEQSA and HESF (2021)

## 2 Purpose

To provide a framework for lodging and resolving complaints and grievances made by students, customers, clients and stakeholders.

## 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 including international education agents



### **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 fair and transparent.
- The student complaints policy and procedure is open to scrutiny and there is reporting of the process against performance standards.
- A Complaints Register is maintained by Student Life
- Students are provided the opportunity to formally present their case internally at no cost and invited to bring a support person to meetings
- Customer Relations are copied in all complaints communications including records of conversation, monthly updates, and communication of internal and external outcomes.

**Complaints from students, customers or stakeholders relating to harassment** are acknowledged within 2 business days and promptly referred to relevant management for urgent attention and response within 14 days.

**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
- Higher Education Standards Framework (Threshold Standards) 2021
- Prevention of Workplace Discrimination, Bullying & Harassment Policy
- Sexual Assault and Sexual Harassment Policy
- Sexual Assault and Sexual Harassment Procedure
- Student Conduct Management Policy
- Student Conduct Management Procedure
- Student Code of Conduct
- Students with a Disability Policy
- Students with a Disability Procedure
- Tertiary Education Quality and Standards Agency Act 2011

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 Manager with reference to the Student Code of Conduct, the Student Conduct Management Policy and the Student Conduct Management Procedure.



### **Complaints about unprofessional conduct by international education agents**

Complaints about international education agents are addressed by the General Manager International with reference to the International Education Agent Agreement, ESOS Standards and employment and personnel policy and procedures.

### **Complaints about Academic Matters**

Complaints related to academic results, academic process, academic conduct or withdrawal of awards or degrees are addressed by the relevant Manager or Dean/Head with reference to the Complaint: Student, Customer, Client and Stakeholder Procedure.

### **Appeals**

A Complainant may lodge an appeal on the grounds of procedural unfairness or that a judgement was harsh, unjust or unreasonable. In order to ensure transparency and procedural fairness, all appeals are elevated to the relevant General Manager or Director. If the Director or General Manager are already involved the matter is escalated to the Complaint Appeals Committee.

## **4 Policy Statement**

BHI is committed to providing a fair, transparent, timely and 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. All parties will be provided the opportunity to formally present their case internally at no cost. Students will be invited to bring a support person to complaint meetings.

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 in writing (including an explanation for the outcome), within privacy and confidentiality restraints, to the Complainant, respondent and any other party directly involved
- Recorded 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
<b>Students, Customers, clients and stakeholders</b>	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.
<b>Complaint</b>	is 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.
<b>Complainant</b>	a 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 Legislation and Registration

### 7.1 External

- [Victorian Ombudsmen](#)
- [Overseas Students Ombudsman](#)
- [Consumer Affairs Victoria](#)
- [Australian Skills Quality Authority](#)
- [Tertiary Education Quality and Standards Agency](#)
- [Victorian Registration & Qualifications Authority](#)
- [ESOS Framework 2018](#)

## 8 Records

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

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

## 9 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.

Document: **Complaint: Student, Customer, Client and Stakeholder Policy**  
Document No.: **ACA-AA-POL012**  
Process Area: **Student Experience**



## 10 Responsibilities

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

## 11 Owner

Owner	Author
Executive Director, Student Experience	Executive Manager, Student Life

## 12 Approval Body

The CEO is the approval body.

CEO Signature	Approval Date
Vivienne King	7 May 2020