

# Complaints Management Guidelines

## Purpose

### 1. The Hub for Learning's approach to complaints

- 1.1 At The Hub for Learning, we welcome your feedback. It is acceptable for you to raise complaints. You will not be disadvantaged, provided your complaint is not knowingly false or vexatious. Complaints help us to improve our services.
- 1.2 The Hub for Learning team oversees the complaints management framework. We refer complaints to responsible areas for investigation. Feedback advisers must provide you with a complaint outcome within 21 working days. Complex cases may require more time.
- 1.3 We investigate complaints impartially and take corrective actions for all substantiated complaints.

### 2. Stages for resolution of student matters

Matters are considered and resolved in a series of stages:

1. Local resolution
2. Formal complaint resolution
3. Review
4. Internal appeal
5. External appeal

Not all matters will pass through all stages.

### 3. Local resolution

- 3.1 You should attempt to resolve issues with the relevant unit. Timeframes apply for some processes.

**Example:** You have up to ten (10) working days after the publication of results or your assessment item being made available, to request a recheck of your mark. In exceptional circumstances The Hub for Learning may allow a longer period.

- 3.2 You may be requested to seek local resolution before your complaint is considered.

- 3.3 Local resolution may be by-passed for serious or sensitive matters such as sexual harassment.

#### **4. Complaints**

If you have sought local resolution and are still dissatisfied with a decision or service you may submit a complaint (please refer to Review and Appeals Regulations).

#### **5. Timeframes for complaints**

- 5.1 You must submit complaints related to results, assessment and special consideration within 21 working days of local resolution. In exceptional circumstances more time may be allowed.
- 5.2 You must submit all other complaints within a reasonable timeframe of the event occurring.
- 5.3 The Hub for Learning will decide if your complaint is too late for consideration.

**Example:** A complaint about the unit structure of a unit that was delivered two years ago would be considered too late to be investigated and acted on.

#### **6. Meetings, mediation, counselling and intervention**

- 6.1 You may be requested to attend a meeting to discuss a complaint.
- 6.2 We can refer complaints to mediation, counselling or other interventions if you agree to this.
- 6.3 You can invite a support person who is not a legal practitioner to assist you with your complaint and to attend relevant meetings with you.

#### **7. Sensitive issues: discrimination, bullying, violence, sexual harassment and assault**

- 7.1 The Hub for Learning is committed to providing an environment for work and study that is free from discrimination, bullying, violence and harassment, as described in The Hub for Learning's Equal Employment Opportunity Policy
- 7.2 All students and staff have the right to feel safe at The Hub for Learning.

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- 7.3 If you are a student and have experienced discrimination, bullying, violence or harassment, you are encouraged to submit a complaint so that the matter can be fully investigated.

## **8. Reasonableness requirements**

8.1 When making complaints students are expected to:

- Identify themselves
- Clearly identify and define the matter
- Provide all relevant information available at the time
- Articulate the desired outcome
- Promptly respond to any requests for further information.

If you do not fulfil these expectations, The Hub for Learning may not investigate or respond to your complaint.

- 8.2 The Hub for Learning may dismiss or not to respond to your complaint if it is frivolous, vexatious, lacking in substance or is based on an unreasonable rationale. If your complaint includes serious unfounded allegations or allegations which do not have a reasonable basis, The Hub for Learning may institute misconduct processes.
- 8.3 If a matter has already been dealt with, the university will not process or investigate the complaint unless The Hub for Learning considers there is a further unresolved issue.
- 8.4 You must not pursue multiple avenues for a complaint, review or appeal, nor pursue avenues independent of the resolution framework established in these guidelines and the Hub for Learning's Review and Appeals Regulations.
- 8.5 If you are involved in multiple proceedings and The Hub for Learning decides that the matters are connected, or may otherwise result in duplication or undue delay, The Hub for Learning may determine to stay or join the relevant proceedings or investigation/s. A complaint lodged for the purpose of delaying another proceeding may be dismissed.
- 8.6 Once you have exhausted your rights within the complaints, review and appeals process, the matter is closed.
- 8.7 The Hub for Learning may determine that you are being vexatious and may refuse to deal with your complaints or applications for review and appeal.
- 8.8 The Hub for Learning may institute misconduct processes if a student continues to pursue a matter which is deemed unreasonable.

## 9. Review

Students who are dissatisfied with their complaint outcome decision may apply for a review of the decision. The decision will be reviewed in accordance with The Hub for Learning's Review and Appeals Regulations.