

<b>Policy Name</b>	<b>Academic Complaints and Appeals</b>
<b>Policy Number</b>	A001
<b>Approval Authority</b>	Academic Board
<b>Responsible Officer</b>	Campus Director
<b>Operational Responsibility</b>	Director of Studies
<b>Purpose</b>	<p>This policy establishes the principles and process for managing academic complaints and appeals at LCI Melbourne (LCIM). It ensures that students have access to fair, transparent, and timely mechanisms for resolving concerns related to academic matters, including assessment outcomes, grading, progression, and academic supervision.</p> <p>The policy supports compliance with the <i>Higher Education Standards Framework (Threshold Standards) 2021</i>, specifically <b>Standard 2.4 – Student Grievances and Complaints</b> and <b>Standard 7.2 – Information for Students</b>, by upholding natural justice, procedural fairness, and student rights in the academic environment.</p>
<b>Scope</b>	<p>This policy applies to all LCIM students, academic staff, and contractors involved in the delivery and administration of accredited Higher Education courses.</p> <p>It specifically governs the management of academic complaints and appeals, including disputes about assessment, academic progress, course content, or academic decision-making. Matters unrelated to academic concerns—such as bullying, harassment, or misconduct—are managed under the <b>Student Non-Academic Complaints Policy and Procedure (G016)</b>.</p>
<b>Policy Statement</b>	<p>LCIM is committed to ensuring that academic grievances, complaints, and appeals are addressed fairly, impartially, transparently, and in a timely manner. All students have the right to lodge informal and/or formal grievances or appeals regarding academic decisions that directly affect them.</p> <p>All academic complaints will be taken seriously and managed professionally in accordance with the <b>Academic Complaints and Appeals Procedure</b>, with the goal of achieving a prompt and equitable resolution.</p> <p>A clear and accessible step-by-step procedure is in place to guide the resolution of academic grievances and appeals. This policy forms part of LCIM's broader internal dispute resolution framework. Students are directed as follows:</p>

	<ul style="list-style-type: none"> <li>For <b>academic matters</b>—including assessment outcomes, progression, academic supervision, curriculum content, or course awards—refer to this <b>Academic Complaints and Appeals Policy</b>.</li> <li>For <b>financial matters</b>—including refunds of upfront payments or FEE-HELP-related disputes—refer to the <b>G019 Cancellation and Refund Policy and Procedure</b>.</li> <li>For <b>non-academic complaints</b>—including matters of misconduct, welfare, or personal support—refer to the <b>G016 Student Non-Academic Complaints Policy and Procedure</b>.</li> </ul> <p>All policies and procedures are publicly accessible via the <a href="#">Policies and Procedures</a> page on the LCIM website. Students unsure of which policy applies to their concern are encouraged to contact <b>Student Services</b> for guidance and support.</p>	
<b>Definitions</b>	Academic staff	Permanent or casual employees engaged in teaching, assessment, curriculum development, or academic supervision at LCIM.
	Appeal	A formal request submitted by a student seeking a review of a decision made by the Institute in relation to an academic matter.
	Complaint	A concern or expression of dissatisfaction made by a student regarding an academic decision, action, or process that they believe to be unfair or incorrect.
	Grievance	A serious or prolonged complaint, particularly one involving perceived injustice in academic matters, including results, progression, or assessment fairness.
	International student	A student who holds a student visa (subclass 500) for study in Australia, as defined by the ESOS Act and National Code.

	National code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established under the ESOS Act 2000, which sets nationally consistent standards for the protection of international students.
	Resolution	The outcome or decision reached after a complaint, grievance, or appeal has been formally reviewed and addressed.
	Student	Any person currently enrolled in a unit, subject, or course of study offered by LCIM, regardless of study load or mode of delivery.
<b>Relevant Legislation</b>	<p>Commonwealth Legislation:</p> <p><a href="#">(2022) Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</a></p> <p><a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></p> <p><a href="#">(2022) Higher Education Support Act 2003</a></p> <p><a href="#">Australia Qualifications Framework (AQF)</a></p> <p><a href="#">(2022) Education Services for Overseas Students Act 2000</a> (ESOS)</p> <p><a href="#">Commonwealth Register of International Courses for Overseas Students</a> (CRICOS)</p> <p><a href="#">(2022) Privacy Act 1988</a></p> <p><a href="#">(2021) Migration Act 1958</a></p> <p>State Legislation:</p> <p><a href="#">Privacy and Data Protection Act 2014</a></p>	
<b>Key Related Documents</b>	<p>A001 Academic Grievance, Complaints and Appeals Procedure</p> <p>A002 Learning and Teaching Policy and Procedure</p> <p>A003 Academic Integrity Policy and Procedure</p> <p>G002 Student Code of Conduct</p> <p>G014 Privacy and Intellectual Property Policy and Procedure</p> <p>G015 Staff Code of Conduct</p> <p>G018 Access and Equity Policy and Procedure</p> <p>Student Complaints Form</p>	
<b>Date Approved</b>	17 June 2024	
<b>Date of Commencement</b>	17 June 2024	
<b>Date for Review</b>	M2 2027	

<b>Amendment History</b>	Updates to Policy and Procedure		
<b>Documents superseded by this Procedure</b>	Academic Grievance Complaints and Appeals Policy 2019		
<b>Signed and dated for LCI Melbourne</b>	Professor Andrew Flitman	AB M2 2025	5 May 2025

INFORMATION FOR PUBLISHING ON POLICY REGISTER				
Policy / Procedure Category			Academic	
Responsible Officer			Campus Director	
Stakeholders			Academic (Teaching) Staff – Permanent Academic (Teaching) Staff – Sessional/Casual Campus Director Director of Studies Student Experience Lead Professional Staff Students	
Review Date			M2 2027	
Approved by			Academic Board	
Change and Version Control				
Version	Authored by	Description of changes	Date Approved	Effective Date
1.0	Dean	New Policy	22 October 2019	22 October 2019
2.0	Academic Operations Manager	Update to Policy	21 February 2023	21 February 2023
3.0	Dean	Update to policy - compliance	17 June 2024	17 June 2024
4.0	Campus Director	Update to Policy	5 May 2025	5 May 2025

