

Procedure Name	Academic Complaints and Appeals
Procedure Number	A001
Approval Authority	Academic Board
Responsible Officer	Campus Director
Operational Responsibility	Director of Studies
Purpose	The purpose of this procedure is to outline the formal and informal steps for resolving academic complaints and appeals lodged by students at LCIM, ensuring compliance with the <i>Higher Education Standards Framework (Threshold Standards) 2021</i> , Standard 2.4, and maintaining transparency, timeliness, and procedural fairness.
Scope	This procedure applies to all LCIM students enrolled in accredited higher education courses and all academic staff or contractors involved in academic delivery or decision-making. It is limited to academic grievances including assessment, grading, progression, course content, and supervision.
Procedure	<p>1. Overview</p> <p>This procedure outlines the steps a student must follow to resolve academic complaints or disputes, including teaching concerns and grade appeals. It reflects LCIM's commitment to fair, transparent, and timely resolution of academic grievances, consistent with HESF 2021, Standard 2.4 – Student Grievances and Complaints.</p> <p>2. Key Roles</p> <p>This procedure involves the following stakeholders:</p> <ul style="list-style-type: none"> ▪ Student ▪ Student Advocate (where applicable) ▪ Academic staff ▪ Heads of Faculty ▪ Director of Studies ▪ Campus Director (for appeals) <p>No step in this procedure incurs a financial cost to the student.</p> <p>PART A: Contesting Teaching Practice</p> <p>Stage 1: Informal Discussion</p> <p>Students who have concerns about the teaching practices of an academic—such</p>

	<p>as failure to provide a unit outline, delays in feedback, or poor classroom management—are encouraged to raise these concerns directly with the academic concerned within 10 working days of the issue arising.</p> <p>The academic must respond in writing (normally via email) within 10 working days. If a satisfactory resolution is reached, the matter is considered closed. If unresolved, the student may proceed to Stage 2.</p> <p><i>Note: Students must raise their own concerns and not speak on behalf of others.</i></p> <p>Stage 2: Formal Internal Complaint</p> <p>If unresolved, the student may submit a written formal complaint to the Director of Studies within 10 working days of receiving the informal response. This must include:</p> <ul style="list-style-type: none"> ▪ A clear outline of the issue ▪ Outcome of the informal stage ▪ Any new or relevant evidence ▪ The Director of Studies will determine whether a formal investigation is warranted. If so: <ul style="list-style-type: none"> • The Director may consult classroom observation data and student evaluations. • A meeting with the academic and a third party (e.g. Head of Faculty) may be arranged. • A classroom observation may occur. <p>An action plan may be developed if concerns are validated. The student will receive a written outcome. If no formal review is warranted, the student will be notified in writing with reasons, within 10 working days.</p> <p>Stage 3: Internal Appeal</p> <p>Students may appeal the Stage 2 decision in writing to the Campus Director within 10 working days, including:</p> <ul style="list-style-type: none"> ▪ Grounds for appeal ▪ All prior written communications ▪ Supporting evidence
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	<p>The Campus Director may either determine the outcome or convene an Academic Appeals Committee of 2–3 members (excluding those involved in Stage 2). The committee may:</p> <ul style="list-style-type: none"> ▪ Consult relevant staff or students ▪ Meet with the student <p>The student will be notified in writing of the appeal outcome within 10 working days, which will either:</p> <ul style="list-style-type: none"> ▪ Uphold the original decision ▪ Vary the decision ▪ Overturn and substitute a new decision
	<p>Stage 4: External Appeal</p> <p>Students may escalate their concern to an external body at any time after internal avenues are exhausted.</p> <ul style="list-style-type: none"> ▪ Domestic students: May contact the Resolution Institute for mediation. Costs are shared 50/50 with LCIM. ▪ International students: May lodge an appeal with the Overseas Students Ombudsman (free service). <p>In all cases, LCIM will cooperate fully and implement any agreed resolution.</p>
	<p>PART B: Contesting Grades</p> <p><i>Note: This process does not apply to group work unless an individual concern can be substantiated.</i></p> <p>Stage 1: Informal Resolution</p> <p>Students must raise grade concerns with the academic within 10 working days of receiving the grade. The academic will explain the basis for the result in reference to the published criteria.</p> <p>If the matter remains unresolved, the student may proceed to formal review.</p>
	<p>Stage 2: Formal Grade Review</p> <p>The student must complete a Grade Revision Request Form within 15 working days and submit it to the Head of Faculty.</p> <p>If the Head of Faculty is unavailable or named in the complaint, the matter is referred to the Director of Studies. The Director of Studies will:</p>

	<ul style="list-style-type: none"> ▪ Review the academic's rationale ▪ Meet with the student within 10 working days ▪ Provide a written summary of the decision within 5 working days <p>If unsatisfied, the student may appeal.</p>	
	<p>Stage 3: Internal Appeal</p> <p>An appeal must be lodged with the Campus Director within 10 working days, providing:</p> <ul style="list-style-type: none"> ▪ Reason for appeal ▪ All previous correspondence ▪ Supporting evidence <p>The Campus Director may form an Academic Appeals Committee (excluding involved staff) to:</p> <ul style="list-style-type: none"> ▪ Review the case ▪ Arrange a re-mark by independent discipline experts <p>The committee may maintain, increase, or decrease the grade. A written decision will be provided and lodged confidentially.</p>	
	<p>Stage 4: External Review</p> <p>As with teaching complaints, students can contact:</p> <ul style="list-style-type: none"> ▪ Resolution Institute (domestic) ▪ Overseas Students Ombudsman (international) ▪ TEQSA – for systemic academic matters <p>LCIM maintains enrolment while the process is active, unless welfare concerns apply. Students will not be penalised or disadvantaged for lodging a complaint or appeal.</p>	
Roles & Responsibilities	Student	Raise concerns in a timely, respectful manner and engage with the process.
	Student Advocate	Support students through the complaints or appeals process, including attending meetings and helping articulate concerns or responses.
	Academic Staff	Respond constructively to informal concerns and participate in investigations.

	Head of Faculty	Support resolution of concerns at the informal stage, provide context and evidence if required, and ensure staff are aware of their responsibilities.
	Director of Studies	Receive and manage formal complaints; coordinate resolution panels and ensure records are maintained.
	Campus Director	Review appeals and ensures compliance with institutional policies.
	Student Services	Provide pastoral care and administrative support, direct students to the correct policy pathways, and assist with written submissions.
Relevant Legislation	<p>Commonwealth Legislation:</p> <p>(2022) Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</p> <p>Higher Education Standards Framework (Threshold Standards) 2021</p> <p>(2022) Higher Education Support Act 2003</p> <p>Australia Qualifications Framework (AQF)</p> <p>(2022) Education Services for Overseas Students Act 2000 (ESOS)</p> <p>Commonwealth Register of International Courses for Overseas Students (CRICOS)</p> <p>(2022) Privacy Act 1988</p> <p>(2021) Migration Act 1958</p> <p>State Legislation:</p> <p>Privacy and Data Protection Act 2014</p>	
Key Related Documents	<p>A001 Academic Grievance, Complaints and Appeals Policy</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>	
Date Approved	17 June 2024	
Date of Commencement	17 June 2024	
Date of Review	M2 2025	
Date of Next Review	M2 2027	

Amendment History	Updates to Policy and Procedure
Documents superseded by this Procedure	Academic Grievance Complaints and Appeals Policy 2019
Noted by	Academic Board, 17 June 2024

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