

<b>Policy</b>	<b>Student Non-Academic Complaints Policy</b>
<b>Policy Number</b>	G016
<b>Approval Authority</b>	Board of Directors
<b>Responsible Officer</b>	Executive Director
<b>Operational Responsibility</b>	Director of Studies and Executive Director
<b>Purpose</b>	This policy of LCI Melbourne (LCIM) relates to issues and grievances raised by students enrolled or previously enrolled on a LCIM course of a non-academic matter. LCIM takes all complaints seriously whether formal or informal and has this policy and aligned procedures in place to address them.
<b>Scope</b>	This policy includes exchanges between LCIM employees and current or past LCIM students and interactions among LCIM students.
<b>Policy Statement</b>	LCIM is committed to providing a welcoming and safe environment for all students. The overarching ethos of LCIM fosters values of fairness, equity and respect, which are necessary to nurture amicable interactions amongst students and between students and employees. The Student Non-Academic Complaints Policy is in place to support students who feel that their concerns regarding general rights to a secure space and fair treatment have been infringed or violated.
<b>Policy</b>	<p><b>Principles</b></p> <p>LCI Melbourne (LCIM) treats every student complaint as an opportunity to improve. This Policy is built on the following principles:</p> <ul style="list-style-type: none"> <li>▪ complaints may be raised by current and prospective students, and by students recently enrolled, about any aspect of their experience with LCIM, its agents, or related parties</li> <li>▪ complaints may be raised at no charge</li> <li>▪ complaints are resolved in a timely, consistent, and fair manner, with procedural fairness afforded to all parties</li> <li>▪ complaints are handled with appropriate confidentiality, and information is shared only with those who need it to investigate or resolve the matter</li> <li>▪ no student will be subject to detriment, disadvantage, or reprisal for making a complaint, supporting another student's complaint, or participating in a complaints process in good faith</li> <li>▪ students are entitled to support, including a support person of their choosing, access to wellbeing services, and access to independent advice and advocacy</li> <li>▪ where internal processes do not resolve a complaint to the student's satisfaction, the student has the right to seek independent external review</li> </ul>

- making a complaint will not affect a student's ongoing enrolment, progress, or assessment, and international students retain their enrolment status throughout internal and external review

### **Scope and Coverage**

This Policy covers complaints about LCIM services, facilities, resources, the conduct of LCIM staff, the conduct of other students, and the conduct of LCIM's agents and related parties, including any aspect of a student's experience with LCIM.

This Policy is available to current LCIM students, students recently enrolled, and prospective students who have applied or made enquiries about study at LCIM.

Complaints about academic decisions — including assessment grades, academic progression, and academic misconduct outcomes — are handled under the Academic Complaints and Appeals Policy, not this Policy.

### **Authority and Oversight**

The Executive Director is the Responsible Officer for this Policy. Operational ownership of the Student Complaint Register, complaint intake and case management sits with the Director of Studies.

A summary of complaints data — categories, resolution times, outcomes, and trends — is reported to the Academic Board on a termly basis. Material matters and systemic issues are escalated to the Finance, Asset & Risk Committee and, where appropriate, to the Board of Directors.

### **Support and Advocacy**

Students raising a complaint are entitled to:

- bring a support person of their choosing to any meeting
- access LCIM wellbeing services, including counselling and disability support, throughout the process
- seek independent professional advice, at the student's own cost, including legal advice and student union or community legal service advocacy
- request reasonable adjustments to the process, including communication preferences and timing, where required to address a disability or other accessibility need

### **External Review**

A student who is not satisfied with the outcome of LCIM's internal complaints process may seek independent external review. LCIM will not impede external review and will participate in good faith with any external body that has jurisdiction.

Available external review pathways include:

- for domestic students — the Victorian Ombudsman

- for international students holding an Australian student visa — the Commonwealth Overseas Students Ombudsman
- for privacy-related complaints — the Office of the Australian Information Commissioner (OAIC)
- for matters concerning systemic non-compliance with the Higher Education Standards Framework — the Tertiary Education Quality and Standards Agency (TEQSA)

#### **International Student Protections**

For international students enrolled on an Australian student visa, this Policy operates consistently with the Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), in particular Standard 10 (Complaints and Appeals).

In addition to the protections set out elsewhere in this Policy:

- a complaint will be acknowledged in writing within ten working days of receipt
- an international student's enrolment will be maintained throughout the internal complaints process and during any external appeal lodged within the timeframes set by the relevant external body
- an international student will be advised in writing, at the conclusion of each internal stage, of further internal and external avenues of review available to them
- where a complaint is upheld, LCIM will implement appropriate corrective action and update its systems and records, including PRISMS where required

#### **Non-Reprisal**

Reprisal, victimisation, or detrimental treatment of a student or prospective student because they have made, supported, or participated in a complaint in good faith is prohibited. Reprisal is itself a matter that may be raised under this Policy and is treated as a serious breach of the LCI Melbourne Code of Conduct.

<b>Definitions</b>	<p><b>Non-academic Complaints</b> This policy concerns the handling of general non-academic complaints, which involve services, facilities and resources provided by LCIM. Examples of non-academic concerns include, but are not limited to, admission issues, directed rudeness or mistreatment on the part of an employee or another student, misinformation that created a negative situation, a safety issue or theft by others of personal property.</p> <p><b>Harassment-related Complaints</b> LCIM defines harassment as any offensive or inappropriate conduct or comment that the person making the comment or engaging in the conduct knows or reasonably ought to know is unwelcome by another person, or which adversely affects a person’s dignity or physical or psychological safety, or which results in a harmful work environment.</p> <p><b>Academic Complaints</b> For concerns regarding academic instruction or grading, students should refer to the Academic Complaints and Appeals Policy and Procedure.</p>
<b>Relevant Legislation and Guidelines</b>	<p><a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a>  <a href="#">2016 Higher Education Support Act (2003)</a>  <a href="#">Australian Qualifications Framework (AQF)</a>  Education Services for Overseas Students Act 2000 (Cth) (ESOS Act)  National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) – Standard 10 Complaints and Appeals  Privacy Act 1988 (Cth)  Privacy and Data Protection Act 2014 (Vic)  Equal Opportunity Act 2010 (Vic)  Sex Discrimination Act 1984 (Cth)  Ombudsman Act 1973 (Vic)</p>
<b>Key Related Documents</b>	<p>G016 Student Non-Academic Complaints Procedure  G014 Privacy and Intellectual Property Policy and Procedure  G015 Employee Code of Conduct  Student Complaint Form  G018 Access and Equity Policy and Procedure  G022 Sexual Harm Prevention &amp; Response Policy and Procedure  G002 Student Code of Conduct Policy and Procedure  G006 Student Support Services Policy and Procedure</p>
Date Approved	27 May 2026
Date of Commencement	27 May 2026
Date for Review	M2 2028
Documents superseded by this Policy	Australian Academy of Design Student Non-Academic Complaints Policy December 2017

Amendment History	Changed to Policy and Procedure Additional information added to superseded policy		
Signed and dated for LCIM	Professor Warren Bebbington	MTG 3 2026 BoD minutes	27 May 2026

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Policy/Policy Category	Governance
Responsible Officer	Executive Director
Review Date	M2 2026
Stakeholders	Board of Directors Leadership Team Academic Staff Professional Staff Students
Approved by Board of Directors 27 May 2026	
Change and Version Control	

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Dean and Principal	Updated Policy and separate procedure	14 <sup>th</sup> October 2021	14 <sup>th</sup> October 2021
2.0	Dean	Updated policy and procedure – compliance	June 2024	June 2024
3.0	Adriano Di Prato (Executive Director)	V3.0 – Comprehensive revision: Policy slimmed to principles; new sections on external review (Victorian Ombudsman, Overseas Students Ombudsman, OAIC, TEQSA), international student protections (ESOS Act, National Code 2018 Standard 10), non-reprisal protection, and Authority and Oversight (FAR Committee reporting); Stage 1/Stage 2 model with Director of Studies and Executive Director; legislation citations and role terminology updated.	27 May 2026	27 May 2026