

Procedure	Student Non-Academic Complaints Procedure
Procedure Number	G016
Approval Authority	Board of Directors
Responsible Officer	Executive Director
Operational Responsibility	Director of Studies and Executive Director
Purpose	This Procedure 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 Procedure and aligned policies in place to address them.
Scope	This Procedure includes exchanges between LCIM employees and current or past LCIM students and interactions among LCIM students.
Procedure Statement	<p>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.</p> <p>The Student Non-academic Complaints Procedure 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.</p>
Procedure	<p>Lodging a Complaint</p> <p>A student or prospective student may raise a complaint at no cost via any of the following channels:</p> <ul style="list-style-type: none"> ▪ completing the Student Complaint Form and submitting it to the Director of Studies ▪ speaking to any LCIM staff member, who will refer the matter to the Director of Studies ▪ sending an email to the dedicated complaints inbox published on the LCIM Student Portal <p>Complaints should be raised within six months of the matter giving rise to the complaint. The Director of Studies may, in their discretion, accept a complaint outside this timeframe where extenuating circumstances are demonstrated.</p> <p>Where a complaint relates to the conduct of the Director of Studies or otherwise gives rise to a conflict of interest, the matter is escalated to the Executive Director, who will determine an alternative investigator. Where a complaint concerns the Executive Director, the matter is referred to the Chair of the Board of Directors.</p> <p>Informal Resolution</p> <p>Where a student wishes to attempt informal resolution and no immediate safety concern exists, the Director of Studies (or a delegate) will:</p> <ul style="list-style-type: none"> ▪ meet with the student to understand the matter and the resolution sought

- work with relevant staff or, with the student's consent, with the other party, to address the matter
- where appropriate, facilitate a structured conversation or mediation
- keep the student informed of progress

Informal resolution will normally be completed within 14 days. With the student's agreement, the matter may be recorded in the Student Complaint Register as informally resolved. If informal resolution does not produce a satisfactory outcome, the student may proceed to a formal complaint at any time.

Formal Complaint – Stage 1 (Internal Investigation)

A formal complaint must be submitted in writing using the Student Complaint Form, accompanied by any supporting evidence the student wishes to provide. The Director of Studies is the Stage 1 decision-maker.

The Director of Studies will acknowledge a formal complaint in writing within five working days (or within ten working days for international students, in line with National Code Standard 10).

The investigation will:

- be conducted with procedural fairness, including providing the respondent with a written summary of the allegations and an opportunity to respond
- allow the student and the respondent each to be accompanied by a support person
- consider documentary evidence and conduct interviews as required
- maintain confidentiality, sharing information only with those who require it for the investigation or for actioning an outcome

Stage 1 will normally be concluded within 30 days of receipt of the formal complaint. Where a longer period is needed, the Director of Studies will write to the student explaining the reason and the revised expected timeframe.

At the conclusion of Stage 1, the Director of Studies issues a written outcome to the student setting out the findings, the reasons for those findings, any action initiated, and the student's right of appeal to the Executive Director (Stage 2) and to external review (Stage 3).

Formal Complaint – Stage 2 (Internal Appeal)

A student who is dissatisfied with the Stage 1 outcome may appeal in writing to the Executive Director within ten working days of the Stage 1 written decision. The appeal request must set out the grounds of appeal, which may include:

- failure to apply this Procedure or to afford procedural fairness
- a finding that is not reasonably supported by the evidence considered
- new evidence not reasonably available at the time of Stage 1
- inadequacy of the action initiated in response to the complaint

The Executive Director may determine the appeal personally or constitute an Appeal Committee of two or three senior staff who had no prior involvement in Stage 1 or in the matters complained of. The Executive Director or Appeal Committee may uphold

the appeal in whole or in part, vary the Stage 1 outcome, refer the matter back for further investigation, or dismiss the appeal.

Stage 2 will normally be concluded within 30 days of receipt of the appeal request. The Executive Director issues a written outcome to the student setting out the determination, the reasons, any further action, and the student's right to seek external review.

Stage 3 – External Review

A student who is dissatisfied with the Stage 2 outcome may seek independent external review at no cost to themselves. 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 (ombudsman.vic.gov.au)
- for international students holding an Australian student visa — the Commonwealth Overseas Students Ombudsman (ombudsman.gov.au/about/overseas-students)
- for privacy-related complaints — the Office of the Australian Information Commissioner (oaic.gov.au)

Lodging an external review will not affect a student's ongoing enrolment or right to receive tuition. International students retain their enrolment status throughout external review lodged within the timeframes set by the relevant external body.

International Student-Specific Provisions

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

- a complaint or appeal will be acknowledged in writing within ten working days of receipt
- the student's enrolment is maintained throughout Stage 1, Stage 2, and any external review lodged within the prescribed timeframes; LCIM will not notify the Department of Home Affairs of a change in enrolment until the complaints process is finalised
- the student is advised in writing, at the conclusion of each stage, of the outcome, the reasons, any action initiated, and the further internal and external avenues of review available
- where a complaint or appeal is upheld, LCIM will implement appropriate corrective action and update its student records, including PRISMS where required, immediately following the decision

Confidentiality and Records

Information obtained during the complaints process is treated as confidential and is shared only with those who need it to investigate, decide, or action the matter. Personal information is handled in accordance with the LCIM Privacy Policy and applicable privacy legislation.

	<p>The Director of Studies maintains the Student Complaint Register, which records: the date of lodgement, the nature of the complaint, the stages traversed, the date and substance of decisions, and any action initiated. Records are retained for seven years from the date of resolution and then destroyed in accordance with the LCIM Records Management Policy.</p> <p>Where a complaint discloses or alleges criminal conduct, LCIM will report the matter to Victoria Police and cooperate with any subsequent investigation. The complaints process under this Procedure may be paused, in part or in whole, while the criminal matter is on foot.</p> <p>Reporting and Oversight</p> <p>The Director of Studies provides a termly summary of complaints — including categories, resolution times, outcomes, and emerging trends — to the Academic Board.</p> <p>Material matters and systemic issues are escalated to the Finance, Asset & Risk Committee and, where appropriate, to the Board of Directors. Findings from complaints are integrated into the LCIM Self-Assurance Report and used to inform continuous improvement of the student experience and compliance with the Higher Education Standards Framework.</p>
Definitions	<p>Non-academic Complaints</p> <p>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>Harassment-related Complaints</p> <p>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>Academic Complaints</p> <p>For concerns regarding academic instruction or grading, students should refer to the Academic Complaints and Appeals Policy and Procedure.</p>
Relevant Legislation and Guidelines	<p>Higher Education Standards Framework (Threshold Standards) 2021 2016 Higher Education Support Act (2003) Australia Qualifications Framework (AQF) 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)</p>

	Equal Opportunity Act 2010 (Vic) Sex Discrimination Act 1984 (Cth) Ombudsman Act 1973 (Vic)
Key Related Documents	G016 Student Non-Academic Complaints Policy 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 & Response Policy and Procedure G002 Student Code of Conduct Policy and Procedure G006 Student Support Services Policy and Procedure
Date Approved	27 May 2026
Date of Commencement	27 May 2026
Date for Review	Q2 2028
Documents superseded by this Procedure	Australian Academy of Design Student Non-Academic Complaints Policy December 2017

INFORMATION FOR PUBLISHING ON PROCEDURE REGISTER

Procedure/Procedure Category	Governance			
Responsible Officer	Executive Director			
Stakeholders	Board of Directors Leadership Team Academic Staff Professional Staff Students			
Review Date	Q2 2028			
Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Dean and Principal	Updated and separate procedure	Oct 2021	Oct 2021
2.0	Dean	Update to Policy and Procedure - Compliance	June 2024	June 2024
3.0	Adriano Di Prato (Executive Director)	V3.0 – Comprehensive revision: Procedure restructured into Stage 1 (Director of Studies) and Stage 2 (Executive Director) model with explicit Stage 3 external review pathways (Victorian Ombudsman, Overseas Students Ombudsman, OAIC); new sections on international student protections (ESOS	27 May 2026	27 May 2026

		Act, National Code 2018 Standard 10), confidentiality and records (7-year retention), reporting and oversight; legislation citations and role terminology updated.		
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