



Student Complaints Policy

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1. Purpose

OneGlobe is committed to fostering a supportive, inclusive, and respectful academic environment where students can study free from discrimination, disadvantage, or victimisation. We recognise that students may wish to raise complaints, concerns, or suggestions in relation to their academic or non-academic experiences.

This policy establishes a **transparent, fair, and accessible framework** for managing student complaints in compliance with the **Higher Education Standards Framework (Threshold Standards) 2021**, the **ESOS Act 2000**, and the **National Code 2018**.

2. Scope

This policy applies to:

- Current OneGlobe students (domestic, international, online).
- Prospective students during application and admission processes.
- Former students up to twelve (12) months following withdrawal, exclusion, or completion.
- Members of the public with complaints about OneGlobe's operations.

Out of Scope:

- Academic results or grading outcomes (refer: Student Appeals Policy and Procedure).
- Requests for assessment adjustments or special consideration.
- Student misconduct (refer: Student Misconduct Policy and Procedure).
- Protected disclosures under the **Protected Disclosures Act 2012**.

3. Definitions

- **Complainant:** A student or member of the public lodging a complaint.
- **Complaint:** A grievance, concern, or allegation relating to OneGlobe's operations, staff, students, or services.

- **Student Support Officer:** Staff responsible for receiving, recording, and monitoring complaints.
- **Respondent:** The individual, staff member, or representative against whom a complaint is raised.
- **Registrar:** Senior officer with decision-making authority for final determinations under this policy.
- **Student:** Any current, prospective, or former OneGlobe student (within 12 months of enrolment).

4. Policy Principles

- All complaints will be handled **fairly, impartially, without bias and in accordance with the principles of, procedural fairness**
- Students will not suffer any disadvantage or victimisation for lodging a complaint in good faith.
- Complaints should be resolved at the **lowest appropriate level** wherever possible.
- Investigations will be conducted in a **timely and confidential** manner.
- Both complainant and respondent will have the opportunity to present their case.
- Students may access **external complaints mechanisms** if not satisfied with internal outcomes.

5. Procedures

5.1 Informal Complaints

- Students may raise informal complaints verbally, in writing, or via email within 12 months of the incident.
- Complainants should first attempt to resolve the complaint by contacting the person involved.
- The staff member involved should attempt to resolve the matter amicably within **20 working days**.
- If the student is not comfortable raising the complaint informally, or if resolution is not achieved, the matter may progress to the formal complaints process.

5.2 Formal Complaints

- Formal complaints must be submitted **in writing** to the **Student Support Officer**, including relevant details and supporting documents.

- Acknowledgement will be sent within **5 working days**.
- The complaint will be assessed and if investigation is warranted, investigations will normally conclude within **20 working days**.
- Outcomes will be provided in writing and may include substantiation (with corrective actions) or non-substantiation (with reasons).

5.3 Anonymous Complaints

- Anonymous complaints will only be investigated if they raise serious allegations (e.g., misconduct, corruption, or criminal activity).

5.4 Withdrawal of Complaints

- Complainants may withdraw complaints at any time.
- OneGlobe may continue investigating if the matter is deemed serious.

5.5 External Review and Appeals

- Students may consult the National Student Ombudsman after exhausting internal processes.
- International students may access external appeal mechanisms in accordance with the National Code 2018.
- OneGlobe will comply with outcomes of external reviews and implement corrective measures.

6. Responsibilities

- **Complainants:** Provide accurate information and supporting documentation when lodging formal complaints.
- **Student Support Officer:** Receive, record, acknowledge, and investigate complaints.
- **Registrar:** Make final determinations, manage appeals, and oversee impartiality.
- **Academic Board:** Monitor systemic issues via annual reporting.
- **All Staff:** Respond constructively to complaints and support fair resolution.

7. Records

All formal complaint records will be:

- Maintained securely and confidentially by the Student Support Officer in accordance with the Records Management Policy.

- Reported bi-annually in de-identified format for monitoring systemic issues.
- Reported annually by the Registrar to the Academic Board.

8. Related Documents

- Student Misconduct Policy and Procedure.
- Student Appeals Policy and Procedure.
- OneGlobe Records Management Policy.

9. Related Legislation & Standards

- Higher Education Support Act 2003.
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011.
- Higher Education Standards Framework (Threshold Standards) 2021.
- Australian Qualifications Framework (AQF).
- Education Services for Overseas Students (ESOS) Act 2000.
- National Code of Practice for Providers of Education and Training to Overseas Students 2018.

10. Review

This policy will be reviewed by the **Academic Board** every **three years**, or earlier if required by TEQSA, ESOS, or institutional needs.

11. Version Control

Version	Summary of Changes	Approval Date	Review Date
1.0	Document Established	Board of Directors: Sep25	Jan29