



FHS COMPLAINTS PROCEDURE

- NON-ACADEMIC -

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Related Policy(ies)	Resolution of Complaints Student Grievances, Appeals and Applications for Review
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1. Purpose and Scope

The document outlines the procedures within the Faculty to address occurrences whereby:

- An individual submits a complaint against a non-academic decision or action that is not directly related to a student's academic assessment or progress in their degree

The processes adopted by the Faculty in relation to non-academic complaints are based on and are consistent with the University's complaints policy [Resolution of Complaints](#).

This document does not apply to complaints of harassment and discrimination, which are handled under the [University's Harassment and discrimination Resolution Procedure](#).

2. Definitions

Non-academic decision / action	A decision / action made by the Faculty that is not directly related to a student's academic assessment or progress in their degree.
Student Central	Administrative Unit within the Faculty responsible for logging complaints.
Relevant staff member	<ul style="list-style-type: none">• For coursework students this could be a lecturer, clinical educator, course coordinator, professional support staff, Sub-Dean Undergraduate Coursework, Sub-Dean Graduate Coursework, Sub-Dean Clinical and Fieldwork etc• For RHD students this may include a primary or associate supervisor, RHD Coordinator, Sub-Dean, Research Students, Research and Innovation Support Office personnel or Manager• For individuals who are not currently students this may include alumni, marketing, facilities or management staff members etc

3. Responsibilities

Role	Responsibilities
Supervisor, Academic Services, Student Central	<ul style="list-style-type: none">• Initial contact point for all formal complaints regarding actions / decisions undertaken by FHS• Provide confirmation to the complainant of receipt of the complaint• Escalate non-academic complaints to Executive Director• Log all complaints in the FHS complaints register
Executive Director	<ul style="list-style-type: none">• Escalation point for non-academic complaints• Nomination of staff member to investigate /

address the non-academic complaint

- Owner of the complaints procedure in relation to non-academic complaints

4. Procedure Summary

4.1 Informal complaint resolution procedure

An individual who is concerned about a matter that concerns a non-academic decision or action should where relevant discuss their grievance with the relevant staff member who may be determining the decision or undertaking the action which has given rise to the issue. The relevant staff member will deal with the issue promptly, and where possible provide the individual with a full explanation of the reason for the decision / action.

If there is a conflict of interest arising from the staff member addressing the complaint, they should refer the complainant directly to Student Central.

The majority of complaints should be resolved at this stage. If the individual's complaint has not been resolved the individual may lodge a formal complaint to the Faculty. Please refer to the formal complaint resolution process outlined in section 4.2 below.

4.2 Formal complaint resolution procedure

The individual should submit their written complaint to Student Central **within 15 days** of the outcome of discussions with the relevant staff member (see the informal complaint resolution process in section 4.1 above). The individual will receive a written acknowledgement from Student Central of their formal complaint within 3 days of lodgment. The complaint will be logged into the FHS complaints register.

Student Central will advise the Faculty Executive Director of the complaint, and the Executive Director will nominate a member of staff to investigate and resolve the issue. The Executive Director's nominee will seek to address the complaint within 10 days of receiving the complaint.

The Executive Director's nominee will advise the individual of the outcome of the investigation and update the complaints register. In the instances where the complaint cannot be resolved within 10 days of receipt, the Executive Director's nominee will provide an update to the individual on the status of their complaint, and note the status of the complaint in the register. The complaint should continue to be managed until resolution.

If the individual remains unsatisfied with the outcome of the complaint investigation the individual should contact the Faculty Executive Director who will escalate the matter.

5. Related Information

Training Materials Complaints & compliments management processes: managing academic & non-academic complaints & compliments at FHS

References [Resolution of Complaints](#)

[University's Harassment and discrimination Resolution Procedure](#)

[Student Grievances, Appeals and Applications for Review](#)

Forms *Not applicable*

6. Review & History

This procedure should be reviewed every three years from the Date of Effect.

7. End of Procedure

Modifications

Version	Date	Author	Approval	Sections Modified	Details of Amendments
V0.1	13-Mar-09	Nicole Richardson			

7. Attachment A: Non-Academic complaints process

