

## Complaints Policy

1. DLI will maintain procedures to enable student complaints.
2. DLI will seek at all times to provide its students with a high-quality student experience. However, there may be occasions when students are dissatisfied with a particular service or lack of service at DLI and want to seek a remedy via a formal complaint.
3. DLI complaint procedures are overseen by a nominee of the DLI Chief Operating Officer.
4. DLI will support and encourage students with reasonable complaints.
5. DLI expects all parties to act without bias or prejudice in a sensitive, fair and prompt manner.
6. DLI complaint procedures will establish the reasonable probability of the facts and come to a resolution that is both relevant and proportionate.
7. No DLI students will be disadvantaged for making a complaint in good faith.
8. DLI will handle all complaints confidentially consistent with clause (3) and (6) within the process, as far as it is reasonably possible, and expects all parties involved to honour this approach.
9. DLI will make reasonable adjustments to ensure that no student is disadvantaged within these procedures, including the use of technology.
10. Any evidence of breaches of the Complaints policy can be brought to the attention of the DLI Chief Operating Officer for investigation.

The Joint Procedures Manual will draw upon the Lancaster University [Student Complaints Procedure](#) and the Deakin University [Student Complaints Resolution Policy](#).

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