

STUDENT COMPLAINTS RESOLUTION (DLI) PROCEDURE

- (1) This Policy is effective from 4th September 2025.

Section 1 - Purpose

- (2) This Procedure documents the Deakin University Lancaster University Indonesia (DLI) student complaints resolution process, which contributes to a supportive, educative and fair learning environment.

Section 2 - Scope

- (3) This Procedure applies to concerns and complaints by current, former or prospective students of DLI Higher Education programs, as set out in the Student Complaints Resolution (DLI) Policy. The complaint resolution process for students studying Pathway Programs at DLI is managed separately, as set out in the Pathway Programs (DLI) Procedure.
- (4) During the establishment of DLI, all policy, procedures and supporting processes will be regularly reviewed. In the establishment phase, defined as the first two years from when students commence DLI programs, any issues arising from the implementation of current policy, procedure or process will be referred to a jointly convened Policy and Procedure Review Panel (PPRP). The PPRP will comprise designated academic and professional service representatives from the University Partners and the Office of the Rector. The PPRP will recommend an outcome best aligned with relevant principles and the best interests of any student(s) concerned and will advise DLI on the future development of policy, procedure and supporting processes. During the establishment phase, the PPRP may make recommendations to vary any given policy only with endorsement from relevant University Partner governance processes. All policy and procedure will be subject to a full review at the end of the two-year establishment phase.

Section 3 - Policy

- (5) This Procedure is pursuant to the Student Complaints Resolution (DLI) Policy.

Section 4 - Procedure

- (6) DLI supports a three-tiered process for student complaints resolution:
- local resolution
 - central resolution
 - review of a complaint outcome.
- (7) In resolving a complaint, staff must consider:
- procedural fairness
 - compliance with relevant policies, procedures and all legislation relating to the student (Australian, Indonesian and UK)
 - whether the person taking an action or making a decision was authorised to do so.

(8) Complainants should submit their complaint as soon as practicable. Complaints submitted later than six months after the incident occurred are only considered where DLI is satisfied that it is still practicable for the University to address and resolve the complaint and either:

- a. it relates to a serious matter, or
- b. the complainant demonstrates that circumstances outside their control prevented them from submitting the complaint earlier.

Local resolution

(9) Where possible, complainants attempt to resolve their complaint as soon as practicable and directly with the local area to which the complaint relates.

(10) The local area gathers information from the complainant and any other relevant parties (including referring to any relevant DLI policy or procedure) to respond to the complaint.

(11) The local area provides the complainant with a complaint outcome which includes information about the process used to resolve the complaint.

(12) If the complaint cannot be resolved locally, or if the complainant feels uncomfortable attempting to do so, complainants may submit their complaint for central resolution.

Central resolution

(13) The Rector will nominate one or more members of staff to consider complaints submitted for central resolution. To submit a complaint for central resolution, complainants complete a complaints form and attach any supporting documentation.

(14) Within ten DLI working days of complaint submission, a Rector's nominee advises the complainant, in writing, whether an investigation will occur or provides an outcome.

(15) Where justified, a different Rector's nominee investigates the complaint to facilitate its resolution. During the investigation, a Rector's nominee may request information from DLI staff in relation to the complaint and provide information about the complaint to relevant decision-makers.

(16) All staff involved in complaints investigations:

- a) act fairly and impartially
- b) exercise independent judgement
- c) conduct themselves in a professional and courteous manner
- d) treat the process as confidential
- e) disclose actual, perceived or potential conflicts of interest as soon as they become apparent.

(17) At the conclusion of the investigation (within 20 days where practicable), a Rector's nominee will send a written outcome to the complainant. The outcome will include a summary of the complaint, refer to relevant policy and procedures, detail findings and any actions that have been or will be taken by DLI that are not subject to considerations of privacy or confidentiality, and provide review options (internal and/or external).

(18) Where a complaint involves alleged staff misconduct, following the conclusion of the complaints process, a case may be referred to the appropriate body for action under the staff procedures.

(19) Where appropriate (such as in cases of alleged serious staff misconduct), the Rector or nominee may arrange for the external investigation of a complaint and the provision of an investigation report.

(20) Following the conclusion of an external investigation, the Rector or nominee will provide a copy of the external investigation report, if appropriate, for consideration under staff procedures.

Complaint Reviews

(21) Complainants may request an internal review of a centrally-managed complaint within 20 DLI working days of a Rector's nominee issuing the complaint outcome notice.

(22) The Rector determines whether a student has grounds for an internal review of their complaint outcome on one or more of the following grounds:

- a) DLI's failure to act fairly and impartially;
- b) DLI's failure to comply with applicable University policies and procedures; and/or
- c) availability of substantial new evidence relating to the original complaint that was not reasonably available to the investigator.

(23) Complainants receive an outcome to their review application within 15 DLI working days where practicable.

(24) Students can seek an external review of final DLI decisions through the UK [Office of the Independent Adjudicator](#) (OIA) for Higher Education and/or Australian [National Student Ombudsman](#) (NSO).

Records and reporting

(25) The Rector or nominee ensures records of complaints are kept in accordance with the Information and Records Management (DLI) Policy.

(26) The Rector or nominee will collect and collate data as a quality assurance mechanism.

(27) The Rector or nominee reports trends to the Joint Management Committee and University Partner bodies and may make recommendations to DLI on quality improvement and preventative or corrective actions.

Section 5 - Definitions

(28) For the purpose of this Procedure:

- a) **Complainant:** a person who submits a complaint.
- b) **Complaint:** an expression of dissatisfaction with the quality of an action taken, decision made, or service provided by DLI and/or a delay or failure to provide a service, take action or make a decision by DLI.
- c) **DLI working day:** any day on which DLI is open for business and excludes all Saturdays, Sundays, and DLI holidays.
- d) **Pathway Programs:** means programs of study to be offered and delivered at DLI that are designed to prepare students to undertake Higher Education Programs.
- e) **Program:** means a sequence of study that leads to higher education or other award, often referred to as a programme in Lancaster policy contexts, and Course in Deakin policy contexts.

- f) **Rector:** means the individual jointly appointed by the Deakin University, Lancaster University and DLI to provide academic leadership to the Indonesia Campus.
- g) **Rector's Nominee:** means a staff member, nominated by the Rector, with the skills and experience to assure quality of complaints handling and report to the Rector
- h) **Student:** - see DLI admission policy definition
- i) **In writing:** for current DLI students, their DLI student email address; for students who have been suspended or excluded, their last known private email address.

ASSOCIATED DOCUMENTS

(29) Associated documents are available on the [DLI Policy page](#):

- a) Information and Records Management (DLI) Policy
- b) [National Student Ombudsman](#)
- c) [Office of Independent Adjudicator](#)
- d) Student Complaints Resolution (DLI) Policy
- e) Pathway Programs (DLI) Procedure

PROCEDURE DETAIL	
Name of procedure	Student Complaints Resolution (DLI) Procedure
Overarching policy	Student Complaints Resolution (DLI) Policy
Approved by	Yayasan Governing Board
Approval date	04/09/2025
Date of effect	04/09/2025
Version	1.0
Date of review	Within 12 months of approval.
DLI Approval	Yayasan Governing Board 04/09/2025
Deakin University Approval	Vice-Chancellor Professor Iain Martin 29/08/2025
Lancaster University Approval	Professor Alisdair Gillespie 01/09/2025
Responsible Executive	Deputy Vice-Chancellor Academic (Deakin University) University Academic Dean (Lancaster University)
Implementation Officer	DLI Rector
Policy or procedure superseded	Not applicable
Summary	This procedure sets out the process for resolving student complaints.
Key words for online searching	Complaint, grievance, resolution, review
Category	Academic and Administrative
Target audience	Students, staff, associates

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	University Partners	Student Complaint Resolution (DLI) Procedure New procedure.	04/09/2025	04/09/2025