

STUDENT COMPLAINTS (DLI) POLICY

Section 1 - Preamble

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

Section 2 - Purpose

- (2) This Policy provides a framework for resolving complaints made by students in a way that contributes to a supportive, educative and fair learning environment.

Section 3 - Scope

- (3) This Policy applies to all current, former and prospective students at Deakin University Lancaster University Indonesia (DLI) who have a concern or complaint about any aspect of their student experience. Any student disclosure related to sexual harm is handled via the Sexual Misconduct Prevention and Response Policy (DLI) in the first instance.
- (4) This policy does not apply to matters where DLI has separate policies or procedures for how it handles complaints or appeals in relation to those matters.
- (5) This policy does not consider complaints by staff or public interest disclosures reported to external entities.
- (6) 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 4 - Policy

Principles

- (7) DLI is committed to addressing complaints effectively and fairly, through a process that:
- a) is accessible, impartial, fair, equitable and without direct financial cost to complainants;
 - b) is transparent and consistent;
 - c) encourages, where possible, local resolution;
 - d) is implemented in a timely and responsive manner; and
 - e) ensures, so far as is practicable, privacy, confidentiality and the health, wellbeing and safety of all parties.

- (8) 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 resolution via a complaint.
- (9) A student making a reasonable complaint has the right to a fair and thorough investigation of the complaint based on its merits.
- (10) DLI will support and encourage students with reasonable complaints.
- (11) DLI expects all parties involved in a complaint to act without bias or prejudice in a sensitive, fair and prompt manner, and would expect possible conflicts of interest to be communicated.
- (12) A student who makes a complaint in good faith will not be prejudiced or experience reprisals in any way.
- (13) DLI does not tolerate victimisation and may take action against a student or staff member who is found to have victimised another student or staff member on the basis of their involvement in a student complaint.
- (14) DLI does not consider vexatious complaints, and the complainant may be subject to the Student General Misconduct Procedure (DLI).
- (15) DLI complaint procedures will establish the reasonable probability of the facts and come to a resolution that is relevant, equitable and proportionate.
- (16) DLI will publish information about the complaints process on the DLI website.

Student Complaints

- (17) DLI strives to resolve complaints as close as possible to the local area where the complaint arose and with the people most directly involved. If a complaint cannot be resolved directly with the staff member or area/s responsible, the student has the option to submit a complaint for formal review.
- (18) DLI supports a tiered process for student complaints resolution:
 - a) Local resolution
 - b) Central resolution
 - c) Review of a complaint outcome

Roles and Responsibilities

(19) Roles and Responsibilities:

Role	Responsibility
University Partners	Establish a student complaints policy and procedure to hear and determine DLI student complaints
All DLI staff	<ul style="list-style-type: none">• Give serious consideration to student complaints;• Respond to student complaints in a timely manner and with courtesy and respect;• Inform students making complaints about the complaints process; and• Respect the privacy of students making a complaint
DLI Chief Operating Officer or nominee	Publish information about the complaint process on the student complaints website
Rector or nominee	Oversee DLI student complaints resolution process
All DLI staff	Review and determine complaint outcomes
DLI Complaint Investigator	Investigate student complaints
DLI Complaints Coordinator	Review and determine complaint outcomes
DLI Review Panel	Review and determine reviews of a complaint outcome
DLI Chief Operating Officer or nominee	Ensure that appropriate records of student complaints are securely maintained
DLI Chief Operating Officer or nominee	Analyse student complaints data to identify systemic or specific issues and initiate action to improve practice
DLI Chief Operating Officer	Report on DLI student complaints to DLI and University Partner Executive and Council via relevant boards and committees.

Section 5 - Procedure

(20) The Student Complaints Resolution (DLI) Procedure documents how to comply with this Policy.

Section 6 - Definitions

(21) For the purpose of this Policy:

- a) 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
- b) Prospective student: an applicant (a person who has submitted an application for admission), or a person who has received an offer for enrolment at DLI but not yet enrolled.
- c) Student includes:
 - i. a person enrolled in a program of study at DLI;
 - ii. a candidate for an award of DLI whose work has been examined or assessed but on whom the award has not been conferred;
 - iii. a person who was a DLI student at the time the relevant conduct occurred (3 months post end of registration unless mitigation can be shown);

- iv. a person who is on leave of absence from or who has intermitted or deferred enrolment in a DLI program or module; and
 - v. a person designated as a student by the Yayasan Governing Board.
- d) Vexatious complaint: a complaint that lacks substance, and has been intentionally fabricated, and/or relates to a complaint that has already been resolved.

POLICY DETAIL	
Name of policy	Student Complaints (DLI) Policy
Overarching legislation	<p><i>Australia:</i> Deakin University Act 2009 (Vic) Equal Opportunity Act 2010 (Vic) Occupational Health and Safety Act 2004 Ombudsman Act 1973 (Vic) Public Interest Disclosures Act 2012 (Vic) Higher Education Support Act 2003 (Cth) Higher Education Standards Framework (Threshold Standards) 2021, Standard 2.4 Student Grievances and Complaints</p> <p><i>United Kingdom:</i> General Data Protection Regulation (GDPR) Data Protection Act (2018) Rights of the Data Subject webpage.</p>
Approved by	Yayasan Governing Board
Approval date	04/09/2025
Date of effect	04/09/2025
Version	Version 1.0
Date of review	Within 12 months (before September 2025)
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/procedure superseded	Interim Joint Complaints Policy
Summary	This Policy provides a framework for resolving complaints made by students in a way that contributes to a supportive, educative and fair learning environment.

Key words for online searching	complaint, local resolution, review
Category	Academic and Administrative
Target audience	Students and staff

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
2.0	University Partners and Navitas	Student Complaints (DLI) Policy Revisions to align with DLI Policy Framework and new Student Complaints Policy.	4 Sept 2025	4 Sept 2025
1.0	University Partners and Navitas	Interim Joint DLI Student Complaints Policy New policy. One of 23 new policies approved under the Interim Joint Policy Framework, published as an interim step during the start-up phase of the Bandung Campus.	March 2024	March 2024