

# Student Feedback and Complaints

## WHAT DO I DO IF I'M UNHAPPY WITH SOMETHING AT MELBOURNE POLYTECHNIC?

**Melbourne Polytechnic is committed to providing an environment where students who have concerns or issues can have them addressed in a respectful, timely and responsible manner.**

### There are 4 Steps in the Student Complaints Process

#### 1. Local Level Resolution

Whenever possible student complaints should be raised informally, with the Teaching area, Department or Service Area where the issue has occurred.

**How:** Talk with the people involved, if you feel comfortable to do this.

#### 2. Written Complaint

If resolution at a local level doesn't happen (or it does not feel appropriate) you can lodge a written complaint online.

**How:** Complete online form at [melbournepolytechnic.edu.au/feedback](http://melbournepolytechnic.edu.au/feedback)

**Timelines:** You will hear back within 10 working days.

**PLEASE NOTE:** Most issues are resolved at the Local Level Resolution or at the Written Complaint stage.

#### 3. Access to Internal Appeal

If you are unhappy with the process or outcome of a complaint investigation, you can request an Internal Appeal and a Senior Manager will review the investigation of your complaint.

**How:** email [appeals@melbournepolytechnic.edu.au](mailto:appeals@melbournepolytechnic.edu.au)

**Timelines:** Make request within 10 working days of the date of decision.

#### 4. Access to External Review

If you are unhappy with the process or outcome of an Internal Appeal, you can request an External Review of the decision by an independent body which will be appointed by the CE.

**How:** email [appeals@melbournepolytechnic.edu.au](mailto:appeals@melbournepolytechnic.edu.au)

**Timelines:** Make the request within 10 working days of the date of decision.

Refer to the Student Complaints and Appeals policy and associated procedure for more information

[melbournepolytechnic.edu.au/students/services-support/feedback-and-complaints](http://melbournepolytechnic.edu.au/students/services-support/feedback-and-complaints)

## Where do I find information about how to lodge a complaint?

### Refer to:

1. Student Complaints and Appeals Policy
2. Student Complaints and Appeals Procedure
3. Student Complaints and Appeals Management Guidelines

### Access these documents at:

[melbournepolytechnic.edu.au/students/services-support/feedback-and-complaints](http://melbournepolytechnic.edu.au/students/services-support/feedback-and-complaints)

## What are my responsibilities if I lodge a complaint?

- ▶ Maintain respectful conduct and follow Melbourne Polytechnic Policies, Procedures and Guidelines.
- ▶ Present the facts that relate to the complaint and provide objective evidence.
- ▶ Outline the resolution you are seeking and cooperate with reasonable requests.
- ▶ Maintain confidentiality. The person who the Complaint is about must NOT be publically named.

## Who can help me if I have a complaint?

You can seek support and assistance from:

- ▶ Teaching staff
- ▶ Student Services
- ▶ Student Counsellors:  
Counsellors can offer confidential advice, but do not provide legal advice and cannot act as a Support Person (see below).
- ▶ A (non-legal) Support Person:  
This may be someone from Student Services, a friend or family member, who can accompany you to any meetings, take notes and help you debrief afterwards (however, they do not act as an advocate).

## Can I lodge a complaint with an external agency?

You may choose to lodge a complaint with an external agency, however we encourage you to use the internal complaints resolution processes offered by Melbourne Polytechnic in the first instance. In fact, many external agencies prefer you have tried our internal processes before contacting them.

### A list of possible external agencies is available on:

[melbournepolytechnic.edu.au/students/services-support/feedback-and-complaints](http://melbournepolytechnic.edu.au/students/services-support/feedback-and-complaints)

## Who can I contact if I need more help?

If you're not sure what to do or where to go, talk to Student Services.

**p:** 03 9269 1314

**e:** [feedback@melbournepolytechnic.edu.au](mailto:feedback@melbournepolytechnic.edu.au)

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