



METAVISION[®]
INSTITUTE

TIMEFRAMES FOR COMPLAINT MANAGEMENT

Policy	Stage	Timeframe
Student Grievance, Complaints and Appeals Policy (Academic)	Stage one: Informal grievance	Not applicable
Student Grievance, Complaints and Appeals Policy (Non-academic)	Stage two: Formal complaint	Parties to a complaint: Five working days to respond to written information on the nature of the complaint
		Metavision Institute responds in writing to the complaint (decision): Within 15 working days
		Lodgement of internal appeal/review request by a party to the complaint: Within 10 working days of receipt of decision
		Notification of appeal/review decision to appellant: Within 30 working days
	Stage three: External review	Lodgement of external review request: Within 10 working days of receipt of Stage 2 appeal/review decision
		External review report received within 30 working days and notified to appellant
Student Grievance, Complaints and Appeals Policy (Academic)	Review of grade request	Assignment will be marked by a second marker within 10 working days and outcome notified to student