METAVISION INSTITUTE
HOLISTIC EDUCATION

Metavision Institute Pty Ltd
A.C.N 102 838 844

Student Grievance, Complaints & Appeals Policy (Academic)

Purpose

This policy reflects Metavision Institute's commitment to students and the mechanisms for effectively resolving academic grievances and managing complaints and appeals submitted by current and prospective students.

Scope

This policy applies to all current students and prospective students. Additionally, it extends to any third-party providing services on behalf of Metavision Institute to current or prospective students. This policy includes complaints and appeals made by international students regarding their dealings with Metavision Institute's education agents or any other related party engaged by Metavision Institute.

This policy is to be used in the management of all grievances, complaints, and appeals relating to all aspects of a student's educational experience and learning environment.

Relevant TEQSA Threshold Standards

This policy aligns with the requirements of sections:

Related HESF Domain	Section	Standard
Domain 2: Learning Environment	2.2, 2.3, 2.4	Diversity and Equity, Wellbeing and Safety, Student Grievances and Complaints
Domain 6: Governance and Accountability	6.2, 6.3	Corporate Monitoring and Accountability, Academic Governance

1. Principles

The following principles underpin this policy:

1.1 Metavision Institute is committed to the timely, sensitive, and respectful resolution of academic grievances, complaints, and appeals. The Institute will ensure that all complaints are addressed promptly and dealt with in a timely manner according to the complaints process.

1.2 Metavision Institute upholds that resolution of a complaint may be reached at any stage. Upon resolution, all further investigation ceases, unless, in the interests of improving services, products, or processes, the relevant officer considers further investigation is warranted.

1.3 Metavision Institute is committed to providing a procedurally fair process for raising and addressing academic grievances, complaints, and appeals.

1.4 Metavision Institute affirms that the principles of procedural fairness and natural justice underpin the implementation of this policy. These principles give the complainant and respondent:

1.4.1 the right to be heard,

1.4.2 the right to a professional response without bias or conflict of interest, and

1.4.3 the right to decisions about complaints that are based on evidence.

1.5 Metavision Institute affirms that all complaints, particularly those involving sensitive issues such as discrimination, harassment, or misconduct, will be managed through person-centred and trauma-informed practices to prioritise the wellbeing and safety of all parties.

1.6 Metavision Institute recognises that a student may seek confidential, independent professional advice at any stage of a complaint.

1.7 Metavision Institute directs that academic grievances are responded to by academic teaching staff via a collegial process of discussion, with the aim of reaching satisfactory outcomes for students that address their concerns and maintain ongoing teaching and learning relationships.

1.8 Metavision Institute ensures that all parties to complaints will receive appropriate information, support, and assistance in responding to and resolving the complaint. Details of the complaint, its investigation, and outcome will be documented and filed appropriately and can be requested at any stage of the process by the complainant or respondent. Parties have the right to be accompanied to any formal meetings by a support person if desired.

1.9 Metavision Institute protects that the complainant and respondent will not be victimised or discriminated against in any manner, and all details of the complaint and subsequent investigation will remain strictly confidential. This is a Non-Victimisation Guarantee: any party who believes they have been victimised for raising or participating in a grievance, complaint or appeal should contact the Student Advocate immediately. Victimisation is a breach of this policy and may result in disciplinary action and/or referral to external authorities where it involves a threat to health or safety.

1.10 Metavision Institute confirms that all internal grievances, complaints, and appeals by students, parents, or prospective students are dealt with free of charge.

1.11 In the event of a complaint not being resolved internally, the complainant will be provided with information regarding the National Student Ombudsman should they be dissatisfied with internal complaints resolution processes .

1.12 Metavision Institute acknowledges that complainants have a right to appeal if they believe their complaint has not been adequately resolved.

1.13 Metavision Institute allows that students will continue their studies as usual during the complaint and appeal process, except in circumstances where their health or safety is potentially at risk or if they pose a health or safety risk to others.

1.14 Metavision Institute is committed to ensuring that the outcome of each complaint and appeal will be analysed, and recommendations for improvement of services will be recorded and implemented throughout Metavision Institute's operations.

1.15 Metavision Institute will accept complaints and appeals made by students as a collective group, if the complainants individually identify a specific complaint, and agree to be part of the collective complaint. The complaint will be managed and responded to jointly. Individual confidentiality may be affected when a collective complaint is submitted by a group of students.

2. Stages of complaints and appeals

There are three stages for raising a grievance or making a complaint to seek resolution (refer to Appendix 1 for flow chart of the stages).

Stage 1: Informal resolution of academic grievances

2.1 Students are encouraged and supported to raise any academic grievances with the staff member concerned, guided by this policy. Concerns are often able to be resolved readily and quickly through collegial discussions between students and staff. Students are encouraged to state their concerns about a decision or action, what they think needs to change and any action they are seeking.

2.2 However, if students are uncomfortable approaching the staff member, or their grievance is of a serious nature, they are to seek support from the CEO or delegate, to enable them to resolve their grievance, or progress to Stage two. Students can also seek support at any point from the Student Advocate, who can help navigate the grievance process while maintaining a person-centred approach.

2.3 Staff may refer the academic grievance to Course Coordinators for further advice and refer the student to the Student Advocate for support and guidance. If the Student Advocate is unavailable, or the grievance concerns the Student Advocate, students should be referred to the Education Coordinator for academic matters or the Administration Manager for non-academic matters.

2.4 Informal complaints are lodged in the *Complaints Register* for future reference and improvement.

2.5 A formal complaint or appeal should only be made after the Informal Stage is completed.

Stage 2: Formal Complaint and Appeals Process

2.6 For academic complaints, or if Stage 1 did not bring about a resolution to the academic grievance, the next stage is a formal academic complaint. This stage is for serious matters that will be investigated by Metavision Institute, rather than a response to informal feedback and comments.

2.7 Formal academic complaints must be submitted on the *Formal Complaint and Appeals Form* to the Dean. In complaints involving the Dean, a formal complaint is to be submitted to the Chair of the Academic Board.

2.7.1 Metavision Institute accepts anonymous or confidential complaints. Students lodging such complaints will be informed of how anonymity or confidentiality may impact the provider's ability to conduct a thorough investigation and reach a conclusive outcome.

2.8 Disagreement with an academic decision, in itself, is not sufficient grounds for a complaint. To substantiate a complaint, students must provide clear and compelling evidence demonstrating that the relevant policies or procedures were not applied correctly or consistently.

2.9 To assist in the resolution of a complaint, complainants are required to include where possible:

2.9.1 A summary of the issues relating to the complaint;

2.9.2 Evidence of attempts to resolve the complaint - emails, examples, dates, times;

2.9.3 Specification of the outcome that is being sought.

2.10 Upon lodgement, the complainant will be provided with a document clearly outlining the scope of the complaint process, how personal information and confidentiality will be maintained (including the impact of collective complaints), and a list of typical outcomes that may result from the process.

2.11 The Dean (or delegate) will begin assessing and/or investigating the formal complaint or appeal within ten (10) working days of receiving the Formal Complaint and Appeals Form .

2.12 Where a formal complaint raises both academic and behavioural or misconduct dimensions, the Dean will determine, as part of the initial assessment within ten (10) working days of lodgement,

whether the matter is to be managed under this policy, under the Student Grievance, Complaints and Appeals Policy (Non-Academic), or jointly under both, and will advise the complainant of that determination.

2.13 The Dean (or the Chair of the Academic Board) is responsible for management of the academic complaint, and may assign the management and investigation of the complaint to a nominated delegate of similar seniority, which may be an external academic. The investigator may meet in person or by Zoom web conferencing with parties involved in the complaint.

2.14 All parties are kept informed of the progress of the complaint, the reasons for any decisions, and any action to be implemented. Metavision Institute will respond in writing to the academic complaint with the decision within 15 working days of receipt of complaint.

2.15 A formal academic complaint can be withdrawn at any time, which will conclude the matter.

2.16 All assessment-related formal written complaints must be submitted within three (3) working days of the release of results. In exceptional circumstances, where a student is unable to provide a written submission due to special circumstances requiring reasonable adjustments, the Institute may allow a formal complaint to proceed.

2.17 Any complainant subject to a determination in relation to a complaint, who believes that they have grounds for appeal, is entitled to appeal that determination.

2.18 If a complainant decides to appeal a determination, they must lodge a written 'Notice of Appeal' within ten (10) working days of the determination being made. The appeal must set out the grounds of appeal and provide evidence supporting the grounds of appeal or any new information not previously provided in support of the complaint. It should also specify the outcome sought.

2.19 An appeal of a determination may be made on one or more of the following grounds:

2.19.1 that new evidence of a relevant nature is available;

2.19.2 that the decision was made without due consideration of relevant facts, evidence, or circumstances;

2.19.3 that there was bias, prejudice, or a conflict of interest by the investigative or hearing body; or

2.19.4 that some significant policy/procedural irregularity occurred in the investigative or hearing process.

2.20 The appeal will be conducted by a senior academic not involved in the original decision and could be referred to the Chair of the Academic Board, or an independent, external academic, and will usually be conducted and the outcome reported to the appellant within 30 working days. This may include meeting in person or by Zoom web conferencing with each party involved in the appeal.

2.21 At the completion of the hearing, the Appeals Panel or relevant officer must decide and communicate the outcome within five (5) working days of the hearing.

2.21.1 The decision will be forwarded to the appropriate authority who will communicate the outcome in writing to the appellant usually within ten (10) working days of the decision being made or as soon as practicable (depending on the nature of the appeal).

2.21.2 If, for some reason, the investigation or determination takes longer, the appellant will be advised in writing.

2.22 An appeal of assignment marks and/or grades is to be submitted to the Dean on the *Review of Assessment Grade Form*.

2.22.1 Students may request a remark of a specific assessment item if they believe there has been an error in the original marking or that the marking was not in alignment with the assessment criteria.

2.22.2 A request for remark must be submitted in writing to the Dean within 3 working days of the release of the assessment item grade. The request must clearly state the grounds for the remark.

2.22.3 Upon receiving a valid request, the Dean will arrange for a second marker to assess the assessment item. To ensure impartiality, the second marker will mark the assessment item blind, without knowledge of the original marker or the initial grade. The second marker will apply the same assessment criteria as the original marker.

2.22.4 The grade awarded by the second marker will be taken as the final grade for the assessment item. The student will be notified in writing of the outcome of the remark within 10 working days of the request.

Stage three: External review

2.23 Both the Complainant and Respondent can request an external review of an academic complaint outcome.

2.24 If a student remains dissatisfied with the outcome of the internal appeal, Metavision Institute will, within ten (10) working days of concluding the appeal, provide the student with a written statement advising of their right to access an external complaints and appeals process and supply the contact details for the National Student Ombudsman (NSO) and other appropriate bodies.

2.25 Metavision Institute will not continue further consideration of matters where internal options have been exhausted or where the student has taken their grievance to an external agency.

2.26 Metavision Institute will promptly initiate any action required as a result of an external complaint or appeal process being upheld.

Resolution of academic complaints and appeals

2.27 Depending upon the nature, severity and implications of academic complaints or appeals, the outcomes may include:

2.27.1 Providing more information on the reasons for a decision, i.e. explaining Metavision Institute's rules and policies,

2.27.2 Providing an apology,

2.27.3 Correcting a mistake by altering an academic decision made by an academic teaching staff member,

2.27.4 Reviewing a Metavision Institute policy,

2.27.5 Providing professional development for an academic teaching staff member to avoid a future recurrence of the problem,

2.27.6 Taking disciplinary action in relation to an academic teaching staff member, when the upheld complaint or appeal involves serious misconduct,

2.27.7 Another action, and/or

2.27.8 No action due to lack of evidence, the minor nature of the academic complaint or lack of substance.

2.28 Metavision Institute is committed to providing a fair and accessible complaints process. However, to protect the health, safety, and well-being of our staff, other service users, and complainants themselves, and to ensure the responsible allocation of resources, the Institute will take appropriate action to manage vexatious complaints . Such actions may include:

2.28.1 Limiting contact with the complainant to specific staff members or to a designated method of communication.

2.28.2 Placing reasonable conditions on communications, such as requiring the complainant to submit communications in writing.

2.28.3 Declining to respond to further communications on the matter.

2.28.4 Informing the complainant that their behaviour is considered vexatious and that the Institute will not tolerate such behaviour.

3. Support and referral pathways

3.1 Metavision Institute makes available information on how to access counselling and support services available for students in the Student Handbook.

3.2 At any stage of the complaint management process, a student, prospective student or other party to the complaint is permitted to bring a support person to meetings.

3.3 While Metavision Institute aims to resolve complaints internally wherever possible and appropriate to do so, complainants and appellants may seek the assistance of an external authority if they choose to do so.

4. Confidentiality and record management

4.1 All members of Metavision Institute's community are to respect the confidentiality of student information, including information related to academic complaints, appeals, and other sensitive matters.

4.2 Access to student records is limited to authorised personnel who require the information to perform their legitimate duties. Authorised personnel may include:

4.2.1 Designated administrative staff;

4.2.2 Academic staff (for purposes related to teaching and assessment);

4.2.3 Student support services staff;

4.2.4 External auditors or regulatory bodies (as legally required).

4.3 Access is granted on a need-to-know basis, for legitimate educational purposes, with student consent (except where legally required), and in compliance with relevant privacy legislation.

4.4 Metavision Institute will ensure that there are clear procedures for the accurate and secure lodging of information on student records. This includes:

4.4.1 Designated administrative staff lodging enrolment details, grades, and other academic information;

4.4.2 Student support staff lodging records of support services provided;

4.4.3 Designated staff lodging records of complaints, appeals, or disciplinary actions.

4.5 Complainants and appellants will receive formal responses in writing.

5. Participation in enrolled units

5.1 Students who submit formal academic complaints and appeals will have their enrolment maintained until the internal complaints and appeals process is completed, unless extenuating circumstances relating to the student's welfare or the welfare of others apply.

6. Responsibilities

6.1 Academic Board

6.1.1 Approves changes to the Policy

6.1.2 Oversees policy implementation

6.1.3 Monitors outcomes of complaint processes

6.1.4 Assure itself, through the Dean, that de-identified complaints data (including handling data) is analysed at least once every six (6) months to identify themes, underlying causes, and opportunities for improvement and informs Governance Board of this analysis.

6.1.5 Ensures students who have engaged with the formal complaint or appeal process, whether as complainant or respondent, are invited to provide feedback on their experience of the process following resolution.

6.2 Dean

6.2.1 Provides training to new academic teaching staff

6.2.2 Provides information to students on academic grievances, complaints and appeals avenues

6.2.3 Manages academic grievances, complaints and appeals

6.2.4 Reports on academic grievances, complaints and appeals to Academic Board

6.2.5 Ensure all staff involved in the management, investigation, and decision-making for grievances, complaints, and appeals receive training, including in trauma-informed and person-centred practice and the principles of supporting culturally and racially marginalised persons

6.3 Course Coordinators

6.3.1 Provide support to academic teaching staff in the management of academic grievances

6.4 All staff

6.4.1 Facilitate informal academic grievances, complaints and appeals

6.4.2 Maintain confidentiality

6.4.3 Refer students to relevant staff members for support and/or access to formal academic grievances, complaints and appeals avenues

6.5 Student Advocate

6.5.1 Provide support to students regarding matters relating to academic grievances, complaints and appeals avenues

6.5.2 Refer students to relevant staff, procedures and/or support services

6.5.3 Maintain confidentiality

6.5.4 Where the Student Advocate is unavailable, or a grievance concerns the Student Advocate, refers students to the Education Coordinator (academic matters) or the Administration Manager (non-academic matters).

6.6 Students

6.6.1 Comply with this policy, and other Metavision Institute policies that promote the respectful and equitable treatment of others

6.6.2 Maintain confidentiality

Definitions

Term	Definition
Academic complaint	A formal complaint from a student about an academic decision, action or process relating to Metavision Institute's courses.
Academic grievance	An informal concern or problem raised at an early stage by a student with the academic staff member involved.
Feedback	General comments, suggestions, or informal input from a student that does not seek a specific response or resolution, and is distinct from a Formal complaint.
Appeal	An appeal is a formal request from a student for review of an academic decision or action. Examples of academic decisions include: ● Assessment results, ● Academic misconduct findings, ● Academic progression, ● Decisions regarding special consideration.
Formal complaint	Complaints that have been formally lodged in writing with Metavision Institute, and are of a serious nature or have been unable to be resolved informally
Procedural fairness	Fair dealing in administrative decision making and processes which involves giving opportunities for complainants to make their case and for parties to the complaint to respond, and the provision of appeal processes
Hearing	A formal meeting held to address the issue presented
Relevant Officer	Academic or Operational staff who has been authorised by Metavision Institute or relevant Board to respond to a grievance or complaint.
Trauma-informed practice	An approach to responding to grievances, complaints and appeals that recognises the impact of trauma, prioritises the physical and psychological safety of all parties, and avoids causing further harm or distress.
Vexatious complaints	A vexatious complaint is one that is pursued in a manner that is intended to, or is likely to, cause significant distress, disruption, or detriment to the Institute, its staff, or other service users, and/or constitutes an abuse of the complaints process.

Related Documents

Category	Documents
Policies	Credit Transfer Policy
	Course Development and Approval Policy
	Course Evaluation and Review Policy
	Privacy Policy
	Student Assessment and Moderation Policy
	Student Handbook
	Record Management Policy
	Student Recruitment, Admission and Enrolment Policy
	Student Support and Welfare Policy
	Student Grievances, Complaints and Appeals Policy (Non-Academic)
Forms	Formal Complaint and Appeals Form
	Review of Assessment Grade Form
Procedure	Complaints and Appeals Roadmap
	Student Grievances, Complaints and Appeals Procedure

Version Control

Field	Detail
Document Title	Student Grievance, Complaints and Appeals Policy (Academic)
Approved by	Academic Board
Version No.	v1.6, Reviewed: July 2026
Date approved	
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Next review due	3 years from approval
Custodian	Dean