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

Student Grievance, Complaints and Appeals Policy (Non-Academic)

Purpose

This policy establishes a clear and fair process for students to pursue grievances, complaints, and appeals related to Metavision Institute's higher education operations, ensuring these matters are addressed effectively and equitably.

Scope

This policy applies to grievances and appeals concerning Metavision Institute's higher education operations. Specifically, it applies to grievances and appeals from:

- All current students
- All applicants who have formally applied to be enrolled at Metavision Institute
- Parents or legal guardians of prospective students under the age of 18 years.
- All staff members involved in the management of the student grievances and appeals process
- Any third-party acting for or on behalf of Metavision Institute. 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 covers non-academic matters including, but not limited to, admission, enrolment, student support, wellbeing, facilities and resources, and interactions with staff, students, and other parties involved with Metavision Institute, excluding matters directly related to academic assessment and curriculum.

For grievances, complaints, and appeals relating to all aspects of a student's educational experience and learning environment, refer to the *Student Grievance Complaints and Appeals Policy (Academic).*

Relevant TEQSA Threshold Standards

This policy aligns with the requirements of sections:

Related HESF Domain	Section	Standard
Domain 2: Learning Environment	2.4	Student Grievances and Complaints
Domain 5: Institutional Quality Assurance	5.3	Monitoring, Review and Improvement
Domain 6: Governance and Accountability	6.2	Corporate Monitoring and Accountability

1. 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 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 non-academic matters such as allegations of misconduct, harassment, or discrimination, 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 grievances are responded to by staff via a collegial process of discussion, with the aim of reaching satisfactory outcomes for students that address their concerns and maintain ongoing 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 appropriately filed. This information can be requested at any stage of the process by the complainant or respondent.

1.9 Metavision Institute ensures 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.

1.10 Metavision Institute confirms that all internal grievances, complaints, and appeals by students, parents, or prospective students are resolved free of charge to the complainant.

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.

1.16 Impartial mediation by a trained mediator is available to all parties involved in the grievance process, where appropriate.

1.17 Appropriate actions to address systemic or underlying causes identified through the grievance process, with a view to preventing problems from occurring or recurring, will be undertaken.

1.18 Support and advice are provided to students who require assistance throughout the grievance process, including information on internal and external support services.

1.19 For the purposes of this policy, a Non-academic complaint is a formal, express statement of dissatisfaction where a specific response or resolution is sought, which is distinct from general enquiries or informal feedback intended only to inform institutional monitoring or review.

2. Stages of complaints and appeals

The following stages outline the process for addressing grievances, complaints, and appeals. The resolution process involves three stages:

Stage 1: Informal resolution of grievances

2.1 Direct Approach: In the first instance, where the student feels comfortable with making a direct approach, Metavision Institute encourages students to discuss their concerns with the persons involved in the incident, concern or behaviour in an attempt to settle the matter directly.

2.2 Informal resolution allows the persons involved to explore options to make their own decisions about how to best resolve the matter. Direct strategies may include talking with the person, writing to them, asking a staff member to raise the matter with the person on their behalf, and using feedback mechanisms such as student surveys.

2.3 When seeking informal resolution:

2.3.1 Detail the event, concern or behaviour,

2.3.2 Suggest a process to resolve the matter,

2.3.3 Propose an outcome to settle the matter.

2.4 Grievances dealt with informally do not become part of the formal resolution process and shall not be documented, recorded or reported unless the matter is relevant to the wider operations of Metavision Institute or identifies potential areas for improvement.

2.5 Where the complainant feels uncomfortable with making a direct approach, or where the concern relates to a serious matter such as allegations of misconduct or unlawful behaviour, or if a direct approach has not reached a resolution, they may lodge a formal grievance under Stage 2 of the resolution process. 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. If the Student Advocate is unavailable, or the grievance concerns the Student Advocate, students should be referred to the Administration Manager for non-academic matters or the Education Coordinator for academic matters.

Stage 2: Formal non-academic complaint and appeals management process

2.6 Formal 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 Chief Executive Officer.

2.7 Disagreement with a 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.

2.8 To assist in the resolution of a complaint, it is helpful if complainants include:

2.8.1 A summary of the issues relating to the complaint;

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

2.8.3 Specification of the outcome that is being sought.

2.9 The Dean (or CEO, where applicable) is responsible for ensuring the formal complaint or appeal begins assessment and/or investigation within ten (10) working days of receiving the Formal Complaints and Appeal Form.

2.10 Where a formal complaints raises both non-academic and academic 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 (Academic), or jointly under both, and will advise the complainant of that determination.

2.11 The Dean is responsible for management of the complaint, and may assign the management and investigation of the complaint to a nominated delegate of similar seniority.

2.12 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 complainant with the decision within 15 working days.

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

2.14 A complainant who disagrees with the determination of a complaint may submit an appeal.

2.15 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.

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

2.16.1 that new evidence of a relevant nature is available;

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

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

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

2.17 The appeal will be conducted by a senior staff not involved in the original decision and could be referred to the Chair of the Governance Board, and will usually be conducted and the outcome reported to the appellant within 30 working days.

2.18 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.

2.19 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).

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

Stage 3: External review

2.21 Both the Complainant and Respondent can request an external review of a complaint outcome.

2.22 If a student remains dissatisfied with the outcome of the internal appeal, Metavision Institute will, within ten (10) working days of concluding the internal review, 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 external bodies.

2.23 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.

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

Resolution of complaints

2.25 Depending on the nature, severity, and implications of the complaint, possible outcomes include:

- 2.25.1 Providing more information on the reasons for a decision, i.e. explaining rules and policies,
- 2.25.2 Correcting a mistake by altering a decision that Metavision Institute has made,
- 2.25.3 Reviewing a policy,
- 2.25.4 Retraining a staff member,
- 2.25.5 Taking disciplinary action in relation to a staff member,
- 2.25.6 Another action, or
- 2.25.7 No action due to lack of evidence, minor nature of the complaint or lack of substance.

2.26 The complainant will be informed of the outcome in writing, including the reasons for the decision and any action taken, and further avenues for appeal where they exist and where the student could benefit. All parties to the complaint will be informed of the outcomes of complaint processes

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 Metavision Institute's community members must respect the confidentiality of student information, including details related to 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 Student support services staff,

4.2.3 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 Student support staff lodging records of support services provided,

4.4.2 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.

5.2 Metavision Institute ensures clear protections against the risk of reprisal or victimisation for any student or staff member raising a grievance or participating in a complaint process. Metavision Institute refers to this as its Non-Victimisation Guarantee.

5.3 It is a breach of this policy to victimise anyone for making a grievance or lodging an appeal.

5.3.1 Where a party to a grievance or an appeal is victimised, assistance and support should be sought immediately by advising the Student Advocate.

5.3.2 Individuals who participate in victimisation are considered to have committed misconduct and may be subject to internal disciplinary proceedings and/or external avenues for legal remedy.

5.3.3 Incidents of victimisation that involve threats to health and safety shall be reported to the police.

6. Responsibilities

6.1 Governance 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 non-academic complaints data (including handling data) is analysed at least once every six (6) months to identify themes, underlying causes, and opportunities for improvement. The Governing Board must formally review a report 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 staff

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

6.2.3 Manages grievances, complaints and appeals

6.2.4 Reports on grievances, complaints and appeals to Governance Board

6.2.5 Ensure all staff involved in the management, investigation, and decision-making for non-academic 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 All staff

6.3.1 Facilitate informal grievances, complaints and appeals

6.3.2 Maintain confidentiality

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

6.4 Student Advocate

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

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

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

6.4.4 Maintain confidentiality

6.5 Students

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

6.5.2 In making a complaint or grievance, do so with integrity and honesty.

6.5.3 Abide by the procedures of this policy.

6.5.4 Provide any available documentation relevant to the complaint or grievance being made.

Definitions

Term	Definition
Appeal	To dispute a formal grievance determination or reviewable decision made by Metavision Institute.
Complainant	The individual who has made a grievance or lodged an appeal.

Feedback	General comments, suggestions, or informal input from a student that does not seek a specific response or resolution, and is distinct from a Non-academic complaint.
Non-academic complaint	A formal complaint from students about a non-academic decision, action or process relating to Metavision Institute's higher education operations.
Formal complaint management	The steps taken in relation to complaints that have been formally lodged in writing with the Metavision Institute, that are of a serious nature or have been unable to be resolved informally.
Grievance	A formal complaint where an individual believes they have received unfair treatment.
Grievance Officer	The officer designated as the contact point for the receipt and preliminary assessment of a grievance, and referral to an Investigating Officer, as required.
Investigating Officer	A person appointed to investigate and determine a grievance.
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 provide the right of appeal.
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.
Support person	A friend, family member, counsellor or other support person to support the complainant to any meetings during the resolution process. The support person cannot be a legal practitioner.
Unfair treatment	Any actions or decisions an individual feel has been biased against them and has resulted in an outcome that otherwise would have been different, had the treatment been unbiased.
Working days	Monday through Friday, excluding public holidays.

Related Documents

Category	Documents
Policies	Anti-discrimination Policy
	Campus Facilities and Resources Management Policy
	Critical Incident Policy
	Fee Change and Refund Policy
	Learning Resources Policy
	Privacy Policy
	Student Handbook
	Student Misconduct Policy
	Records Management Policy

	Student Welfare and Disability Policy
	Student Grievances, Complaints and Appeals Policy (Academic)
Form	Formal Complaint and Appeals Form
Procedure	Complaints and Appeals Roadmap
	Student Grievances, Complaints and Appeals Procedure

Version Control

Field	Detail
Document Title	Student Grievance, Complaints and Appeals Policy (Non-Academic)
Approved by	Governance Board
Version No.	v1.4, Reviewed July 2026
Date approved	
Replaces Version No.	v1.3.1
Next review due	3 years from approval
Custodian	Chief Executive Officer