

Got a dispute with someone or something related to RMIT? You are within your rights to make a complaint as a group or as an individual to RMIT about any aspect of your experience at RMIT.

In what areas can I make a complaint?

- Harassment, bullying, discrimination,
- Racism
- Equal opportunity
- Health and safety problems
- Postgraduate supervision
- Admissions/Selection

and in the policy or procedures of:

- Academic misconduct/Discipline
- Appeals Against Assessment
- Unsatisfactory academic progress
- Performance/At Risk or Exclusion procedures
- Appeals against decisions
- Recognition of Prior Learning/Credit Transfer

How can I make a complaint?

Before you make a complaint try to resolve your issue/complaint on an informal level.

You can make a complaint verbally or in writing. It is recommended that you make a complaint in a written format and keep your own record of the complaint.

You can either write a letter or use the “complaint form” to make a complaint.

If your case is urgent you should make your complaint directly to the RMIT Student Complaints Liaison Officers.

When you make a complaint always try to produce as much written evidence as possible. Also you should keep your own record of the evidence and any written or email communication between you and the University.

Complaints received about teachers which are deemed as “High Risk” should be brought to the attention of Executive Director of RMIT People and Culture within 24 hours.

All your personal information and the details about your complaint can be kept confidential at your request.

Brief 7 step process to make a complaint

1. Informal level – Talk to the staff member involved

Always try to resolve your issue at the level where the issue was raised. The first step will be to talk to the staff member responsible for the particular area in which you have decided to make a complaint.

2. Student Complaint Liaison Officers (SCLO)

If you think that it is inappropriate to speak to the staff member involved in the complaint, try to speak with their supervisor or with the Student Complaint Liaison Officers. There are designated Student Complaint Liaison Officers for each department/college (previously called portfolios) within the university who are responsible for handling student complaints.

Disclaimer

The information in this leaflet is a general guide only. RMIT is a very complex environment, and there are often a number of different rules which apply.

For more student rights information visit our website: www.su.rmit.edu.au/student-rights

For additional assistance drop into a Student Union Front Office to speak with a Student Liaison Officer.

City Higher Ed: Building 8, Level 3

Tivoli (Business): Building 108, Level 3

Carlton Campus: Building 57, Level 4

Brunswick: Building 514, Level 2

Bundoora: Building 204, Level 1

Or, send detailed information regarding your case to student.rights@rmit.edu.au

For enquiries call 9925 5004

If required, an appointment will be made for you with a Student Rights Officer

Has this leaflet been helpful? Join the Student Union and join the fight to improve your rights!

3. Head of Schools and Colleges Pro-Vice Chancellor

If the complaint is not resolved with the SCLO then the next step is to raise the complaint either with the Head of School or Student Complaint and Fairness Manager. Complaints involving your course/program should be made through your Head of School/College Pro-Vice Chancellor. Any other complaints should be made through the Student Complaint and Fairness Manager.

4. Academic Registrar

If the issue can't be resolved by the SCLO/HOS/PVC you can escalate the issue to the Academic Registrar who will investigate the complaint and either try to reach a resolution or call for a hearing of the Student Complaints Committee. The Student Complaints Committee will be called if the facts of your complaint are not established. It's a chance for you to present your case to the University directly. The committee consists of one Student Union representative and also you can take someone (eg. Student Rights Officer) to speak on your behalf. This committee can make a ruling about your complaint and will ensure that this is acted upon.

Also, if you are not comfortable raising your complaint with the SCLO/HOS/PVS you can complain directly to the Academic Registrar to explain why this issue has to be escalated to them.

6. RMIT Ombudsman

After going through the above process, if you are still unhappy about the outcome for your complaint then you can refer the matter to the RMIT Ombuds. The Ombuds will look at whether your complaint has been dealt with fairly and may make recommendations to the University Vice-Chancellor. It is recommended that you get in touch with a Student Liaison Officer or Student Rights Officer from the Student Union at your respective campus, as they may be able to assist you in better presenting your case.

7. Victorian State Ombuds

If you are unhappy about the review of your complaint within RMIT you can escalate the issue to the Victorian State Ombuds. Contact a Student Rights Officer at your respective campus for more information about this process.

What are my rights if I make a complaint?

- Your complaint should be taken seriously and investigated by RMIT.
- Your complaint should be dealt with in the terms of Natural Justice.
- You should receive a response to your complaint within five working days and be kept informed of progress.
- RMIT must keep records of your complaint.
- You can request a meeting at any stage of the process.
- You have the right to take an advocate, such as a Student Rights Officer or a support person (your friend, a relative or an interpreter) to meetings with you.
- You should not be treated any differently because you have made a complaint.
- Your privacy, and the privacy of anyone you have made a complaint against, must be respected.

What happens next once I made a complaint?

Timeline Once you have lodged your complaint with RMIT, you will get an acknowledgement though email within 5 working days of making your complaint.

Resolution RMIT will try to resolve your complaint through mediation or conciliation. You can take an advocate with you for these meetings to present the case on your behalf. Contact a student liaison officer from the Student Union if you need any support to present your case. A Student Liaison Officer

can book you in for an appointment with a Student Rights Officer.

What can I do if I have been victimised after making a complaint?

If you believe that you have been treated unfairly or bullied after making a complaint, get in touch with a Student Liaison Officer immediately.

Who else can help me in this situation?

Counselling – RMIT provides free and confidential counselling service for RMIT students who can support you through your complaints with RMIT.

Student Staff Consultative Committee

Every School has its own SSCC's where you can raise issues related to your academics and/or programs. Check with a Student Liaison Officer to see who is elected to this committee as student representatives for SSCC's are elected each year.

Useful RMIT contacts

RMIT Counselling Service

T/ 9925 4365 (BH) 9925 399 (AH)

www.rmit.edu.au/counselling

RMIT Disability Liaison Unit

T/ 9925 1089

www.rmit.edu.au/disability

RMIT International Student Information and Support. (ISIS)

T/ 9925 2708

www.rmit.edu.au/internationalsupport

Also, check out the HUB on your campus for additional drop-in times or visit

www.rmit.edu.au/students/services.

Complaints

Student Complaints Liaison Officers (SCLOs) located in all Academic Portfolios, Departments, Schools and Groups

www.rmit.edu.au/students/complaints

RMIT Ombuds

T/ 9925 2930

E/ ombuds@rmit.edu.au

Relevant policy and advice

At Risk procedure

7.32.10.1 Academic Progress (Higher Education)

Unsatisfactory Performance

www.rmit.edu.au/policies. Look in 'Teaching and Learning'

Other useful student rights leaflets

You can pick up the following leaflets from your nearest Student Union Office, or download them from www.su.rmit.edu.au/student-rights

- How to write a letter
- Special consideration
- International students
- Your rights as a student with a (dis)ability
- Being excluded from your program
- Natural justice
- Anti-racism and religious tolerance