



Staff Complaints and Appeals Policy

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Related Policy/Procedure:	<ul style="list-style-type: none"> ➤ Staff Complaints Procedure ➤ Code of Conduct (Staff and Student) ➤ Bullying Harassment and Discrimination Policy ➤ Academic Integrity Policy ➤ Health and Safety Policy (Staff and Student) 		

Staff Complaints and Appeals Policy

Purpose

This Policy sets out how Lyons College will deal with complaints from staff.

Scope

This Policy applies to all Lyons College staff, contractors and volunteers.

Policy Statement

Lyons College takes complaints seriously and will investigate and take appropriate actions when necessary. Lyons College also wants to ensure that staff get the best outcomes possible. Staff need to be comfortable in lodging complaints without fear of any negative consequences or reprisals for making a complaint.

Lyons College recognises that academic and non-academic complaints will need to be handled differently. For this reason, this Policy and the Staff Complaints Procedure will deal with them separately.

This Policy sets out the framework for Lyons College's complaints handling system which includes:

- Providing an impartial and fair mechanism for staff to make a complaint
- Providing staff accurate information on how to make a complaint
- Setting timeframes for complaint resolution
- Providing or allowing support for the staff member
- Allowing the staff to access independent professional advice at their own cost
- Informing staff of their options if they are not satisfied with the outcome
- Providing an informal and formal process for making a complaint

Lyons College will maintain a Complaints Register. The Complaints Register will include details of all Formal Complaints lodged, details of outcomes and any other relevant information. The Complaints Register will be controlled with access limited to the Senior Executives, Senior Academics and Human Resources.

All complaints lodged will be dealt with in a manner which ensures privacy and where necessary confidentiality, of the parties involved.

The Staff Complaints Procedure will outline the process for dealing with staff complaints.

Academic Complaints Policy

In accordance with the Academic Integrity Policy, Academic Staff are expected to uphold the principles of Academic Integrity at all times. Academic Staff must not claim ownership of concepts or ideas of someone else. Where another person's concepts, ideas or work is used in any manner, it must be appropriately acknowledged and referenced.

Examples of academic complaints include, but are not limited to matters relating to:

- Plagiarism
- Alleged breaches of Academic Integrity Policy
- A student lodging a complaint relating to their marks
- Granting of recognised prior learning to a student
- Decisions related to academic integrity

The process for academic complaints is as follows:

1. Informal Complaint
2. Formal Complaint
3. Investigation of Formal Complaint
4. Initial Outcome of Formal Complaint
5. Internal Appeal and Review of Initial Outcome
6. Outcome of Internal Appeal and Review
7. Post Appeal and Review

The above process will be outlined in detail in the Staff Complaints Procedure.

Non-Academic Complaints Policy

Examples of non-academic complaints include, but are not limited to matters relating to:

- Safety in the workplace
- Staff professional development or training
- Staff entitlements
- Supervision
- Rosters or hours of work
- Performance reviews
- Wage or salary levels
- Access to or condition of facilities or resources
- Allegations of bullying or harassment
- Allegations of discrimination
- Safety issues

- Privacy or confidentiality issues

The process for academic complaints is as follows:

1. Informal Complaint
2. Formal Complaint
3. Investigation of Formal Complaint
4. Initial Outcome of Formal Complaint
5. Internal Appeal and Review of Initial Outcome
6. Outcome of Internal Appeal and Review
7. Post Appeal and Review

The above process will be outlined in detail in the Staff Complaints Procedure.