

Student Complaints and Appeals Procedure

APPENDIX B – CONTINUOUS IMPROVEMENT PROCESSES

Summary of the Student Complaints Continuous Improvement Process

Staff training	<ul style="list-style-type: none"> ➤ Provide relevant staff with training about student complaints and appeals process, student complaints management system, and conducting root cause analysis.
Regular reporting	<ul style="list-style-type: none"> ➤ Prepare and distribute monthly reports including relevant student complaint data to program and service areas.
Root cause analysis	<ul style="list-style-type: none"> ➤ Conduct root cause analysis where a complaint is assessed as medium or high risk. ➤ Conduct root cause analysis where student complaint data shows there may be a systemic issue emerging.
Identify corrective measures and implement an action plan	<ul style="list-style-type: none"> ➤ Identify corrective measures that address the underlying root causes, consulting with relevant staff as required. ➤ Develop and implement an improvement action plan.
Monitor progress and impact of improvement activities	<ul style="list-style-type: none"> ➤ Academic corrective or improvement activities resulting from complaints are monitored by the relevant Academic governance committees. ➤ Non-academic corrective or improvement activities resulting from complaints are monitored by the Executive Leadership Committee.

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Corrective Actions and Process Improvements

This table outlines the detailed steps and responsibilities in the management of Corrective Actions and Process Improvements.

Task	Responsibility	Notes
Step 1: Implementation of Corrective Action		
a. Implement Corrective Actions Implement any agreed corrective action in order to resolve a complaint or appeal as soon as practical.	Relevant Program Leader, Department Manager or Director (or their delegate)	It is recognised that some complaints or appeals maybe symptoms of more complex, systemic issues which will be addressed through process improvement steps.
Step 2: Reporting on Complaints and Appeals Data		
a. Distribute Monthly Reporting Create and distribute (de-identified) monthly reports to any Academic or Corporate Department which has received complaints or appeals in the previous month, or has any outstanding open complaints or appeals. Report will be distributed to relevant Executive Directors, Directors and Managers. Executive Director, Student Engagement, International and Community Partnerships and Director Performance and Improvement to receive whole of organisation monthly complaint reports.	Student Complaints Liaison Officer Relevant Program Leader, Department Manager or Director (or their delegate)	Reports to include: <ul style="list-style-type: none"> overview of numbers of complaints and appeals and the themes/topics; completion deadlines met/not met against target and standard; and Overview of corrective actions to be implemented.
Step 3: Continuous Improvement Analysis and Monitoring		
a. Oversee Resulting Continuous Improvement Activities Analyse complaints and appeals trends and report on implementation of appropriate corrective actions and resulting business improvements across the organisation.	Director Performance and Improvement in tandem with relevant Academic and Corporate Services Directors / Managers	
b. Potential Cause Identification Involve key stakeholders in root cause analysis of the issue/s identified in complaints or appeals	Director Performance and Improvement in tandem with relevant Academic and Corporate	

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	Services Directors / Managers	
c. Develop and Implement Improvement Plans Develop improvement plan to address policy and process issues identified by the root cause analysis	Relevant Program Leader, Department Manager or Directors	
d. Monitor Process Improvement Activities Monitor all continuous improvement activities, reporting and corrective actions.	<p>Academic Boards have oversight of academic complaints and appeals.</p> <p>Melbourne Polytechnic Executive has oversight of all non-academic complaints and appeals.</p> <p>Melbourne Polytechnic Academic Operations and Corporate Service Groups to review complaints data monthly as part of routine performance monitoring.</p>	<p>Reports to include:</p> <ul style="list-style-type: none"> • improvement plans; • corrective actions; and • summary of complaints and appeals data <p>Reports for each Semester are tabled in line with annual Academic Board workplans.</p>