



**NEWCASTLE  
AUSTRALIA**  
INSTITUTE OF  
HIGHER EDUCATION

A WHOLLY OWNED ENTITY OF  
THE UNIVERSITY OF NEWCASTLE

# **FEEDBACK AND GRIEVANCES POLICY AND PROCEDURES (STUDENTS)**

Table of Contents

|   |   |
|---|---|
| <b>1. POLICY STATEMENT</b> .....                                    | 3 |
| <b>2. YOUR RIGHTS AS A STUDENT</b> .....                            | 3 |
| <b>3. HOW YOU CAN GIVE FEEDBACK OR MAKE A COMPLAINT</b> .....       | 3 |
| <b>4. TYPES OF FEEDBACK</b> .....                                   | 3 |
| <b>4.1. Feedback Within the Scope of This Policy</b> .....          | 5 |
| <b>4.2. Outside the Scope of this Policy</b> .....                  | 5 |
| <b>4.2.1. Handled under Student Code of Conduct</b> .....           | 5 |
| <b>4.2.2. Handled under Academic Appeal Procedures</b> .....        | 5 |
| <b>4.2.3. Determination of Appropriate Pathway</b> .....            | 5 |
| <b>5. FEEDBACK OWNERSHIP AND MANAGEMENT</b> .....                   | 5 |
| <b>6. DEFINITION</b> .....  | 3 |
| <b>6.1. Suggestions and Compliments</b> .....                       | 3 |
| <b>6.2. Informal Complaint</b> .....                                | 4 |
| <b>6.3. Formal Complaint</b> .....                                  | 4 |
| <b>6.4. Matters Not Considered Complaints</b> .....                 | 4 |
| <b>6.5. External Escalation</b> .....                               | 4 |
| <b>7. HOW WE HANDLE YOUR FEEDBACK</b> .....                         | 5 |
| <b>7.1. Compliments</b> .....                                       | 5 |
| <b>7.2. Identified (Non Anonymous) Feedback or Complaints</b> ..... | 6 |
| <b>7.3. Anonymous Feedback or Complaints</b> .....                  | 6 |
| <b>7.4. Complaints That Require External Escalation</b> .....       | 7 |
| <b>8. KEY TIMELINES</b> .....                                       | 7 |
| <b>9. CONFIDENTIALITY AND FAIRNESS</b> .....                        | 7 |
| <b>10.GOVERNANCE AND OVERSIGHT</b> .....                            | 8 |
| <b>11.CONTINUOUS IMPROVEMENT FRAMEWORK</b> .....                    | 8 |
| <b>12.ALIGNMENT WITH QUALITY ASSURANCE</b> .....                    | 8 |
| <b>13.COMMITMENT</b> .....  | 8 |
| <b>14.STATUS AND DETAILS</b> .....                                  | 9 |

## 1. POLICY STATEMENT

This policy and its associated procedures formalize existing operational practices that have been implemented at Newcastle Australia Institute of Higher Education (Newcastle Australia). These practices are guided by internal governance frameworks and aligned where applicable, with the standards and policies of the University of Newcastle, Australia. This document ensures consistency and supports compliance with EduTrust requirements and continuous improvement.

At Newcastle Australia, we value your feedback.

We are committed to providing a fair, transparent, and timely process for handling feedback, suggestions, compliments, and complaints. Your input helps us improve our teaching, services, and overall student experience.

You are encouraged to:

- Share feedback at any time
- Raise concerns early
- Expect a respectful and timely response

## 2. YOUR RIGHTS AS A STUDENT

You have the right to:

- Provide feedback or make a complaint without fear of disadvantage
- Be treated fairly, respectfully, and confidentially
- Receive acknowledgement and updates within defined timelines
- Escalate your concern if you are not satisfied with the outcome

## 3. HOW YOU CAN GIVE FEEDBACK OR MAKE A COMPLAINT

You may submit feedback through:

- Surveys;
- Speaking to your lecturer or Student Central;
- Email;
- Formal feedback forms through the "Your Voice. Our Action." webpage

All feedback types are welcome, including suggestions, compliments, concerns, and complaints.

## 4. DEFINITION

### 4.1. Suggestions and Compliments

Suggestions and compliments are positive or constructive comments provided by students about their experience at Newcastle Australia. This may include feedback on teaching, learning support, facilities, services, or administrative processes.

Suggestions and compliments help the Institute to:

- Identify good practices and areas of strength
- Recognise positive contributions by staff
- Improve services and enhance the overall student experience

Students are encouraged to share suggestions or compliments through the available feedback channels at any time.

## 4.2. Informal Complaint

An informal complaint is a concern raised by a student with the intention of resolving the issue quickly and directly, without entering a formal complaints process.

Where appropriate and where the student feels comfortable, informal complaints may be raised by speaking directly with the relevant staff member or team. Informal resolution is often effective because it:

- Is usually faster and less complex
- Allows misunderstandings to be clarified early
- Encourages collaborative and practical solutions

Students who do not feel comfortable raising a concern informally, or who have already attempted informal resolution without success, may access the formal feedback or complaint process.

## 4.3. Formal Complaint

A formal complaint is an expression of dissatisfaction made by a student about Newcastle Australia's services, staff, processes, or actions, where a specific response or resolution is sought.

Formal complaints are generally appropriate when:

- A matter cannot be resolved informally; or
- The issue is serious or requires formal institutional review

Where no response or resolution is requested, the matter will generally be treated as feedback rather than a formal complaint.

## 4.4. Matters Not Considered Complaints

Not all concerns raised by students are classified as complaints. The following are not considered complaints:

- Routine or first-time requests for a service
- Requests for information or clarification of policies or procedures
- Feedback provided through surveys or questionnaires
- Insurance claims (where applicable)
- Matters being considered by a court or tribunal
- Requests to reconsider a decision where internal procedures have already been completed
- Staff-to-staff or staff-to-student grievances (managed under Staff Code of Conduct and Student Code of Conduct procedures)
- Appeals against academic decisions on admission, assessment, progression, or awards  
Academic appeals, including appeals against final course results, are managed by The University of Newcastle, Australia (UON) in accordance with its [Academic Appeals Policy and the Course Assessment and Grading Manual](#).

## 4.5. External Escalation

Where internal feedback or complaint handling processes have been completed and the student remains dissatisfied with the final outcome, the student may contact the Singapore Government's dispute resolution service via SkillsFuture Singapore (SSG) for help. Note: after reviewing feedback, SSG may refer students to the SSG Mediation – Arbitration Scheme and there may be additional costs to use this scheme.

In the above event, Newcastle Australia IHE's Student Central shall await SSG's instructions to assist with the Mediation-Arbitration process. Student feedback escalated to SSG shall be recorded in the Student Feedback Register. Newcastle Australia IHE's Student Central shall assist with the process until feedback resolution is achieved.

## **5. TYPES OF FEEDBACK**

### **5.1. Feedback Within the Scope of This Policy**

This policy applies to feedback raised by students regarding their learning experience, services, or interactions with Newcastle Australia, where the matter does not fall under a separate formal procedure.

Feedback within scope includes the following:

#### **5.1.1. Suggestions & Compliments**

Students may provide ideas, comments, or positive feedback to recognise good practice, enhance teaching and learning, or improve services and facilities.

#### **5.1.2. Informal Concerns**

Students are encouraged to raise concerns at an early stage with the relevant lecturer, course coordinator, or Student Central, where the issue may reasonably be resolved without formal escalation.

#### **5.1.3. Formal Complaints**

Where a matter is serious, recurring, or unresolved through informal means, students may lodge a formal complaint through the Newcastle Australia's official complaints process in accordance with this policy.

### **5.2. Outside the Scope of this Policy**

Certain matters are excluded from this policy and must be managed under the appropriate Newcastle Australia procedures, as outlined below.

#### **5.2.1. Handled under Student Code of Conduct**

This policy does not apply to matters involving alleged misconduct or unlawful behaviour, including but not limited to:

- a) A minor/serious offence that contravenes the Student Code of Conduct or the law
- b) An allegation of bullying, discrimination, harassment, or sexual misconduct
- c) Allegations of fraudulent behaviour or alleged corruption

Such matters must be reported and managed in accordance with the relevant Newcastle Australia policies and procedures, including conduct, misconduct, or the whistleblower frameworks.

#### **5.2.2. Handled under Academic Appeal Procedures**

This policy does not apply to academic appeals, including disputes relating to assessment outcomes or final results.

Students seeking a review and/or appeal must follow the University of Newcastle, Australia's Appeal of Final Result Procedure or other relevant academic appeal processes.

#### **5.2.3. Determination of Appropriate Pathway**

Where there is uncertainty about whether an issue falls within the scope of this policy or another procedure, Student Central will advise the student on the appropriate pathway to ensure the matter is handled correctly.

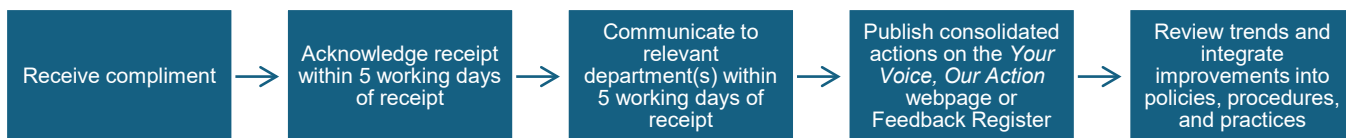
## **6. HOW WE HANDLE YOUR FEEDBACK**

### **6.1. Compliments**

Step 1: Submission

Step 2: Acknowledgement (within 5 working days of receipt)

Step 3: Forward to relevant department(s) (within 5 working days of receipt)



### 6.2. Identified (Non Anonymous) Feedback or Complaints

Step 1: Submission

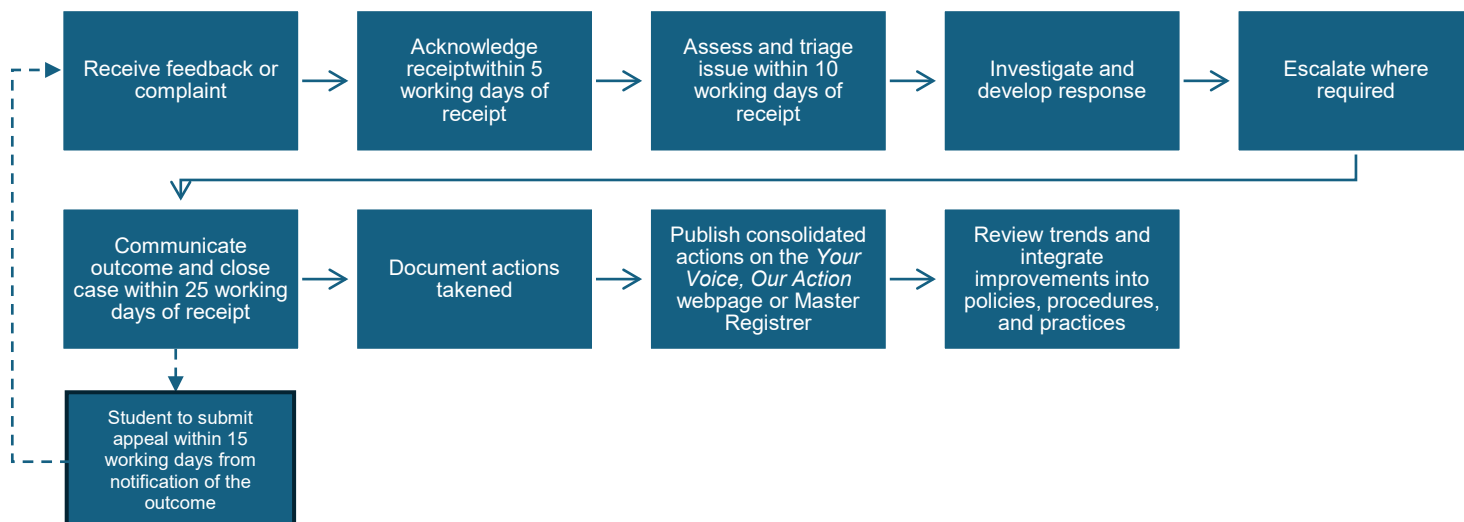
Step 2: Acknowledgement (within 5 working days of receipt)

Step 3: Assessment (within 10 working days of receipt)

Step 4: Investigation and communication of outcome (within 25 working days of receipt)

Step 5: Student appeal outcome (within 15 days of notification of outcome)

\* A student feedback is deemed resolved when the outcome is agreed by all parties or when the contributor does not reply within three (3) working days after a response has been given by the assigned department(s).



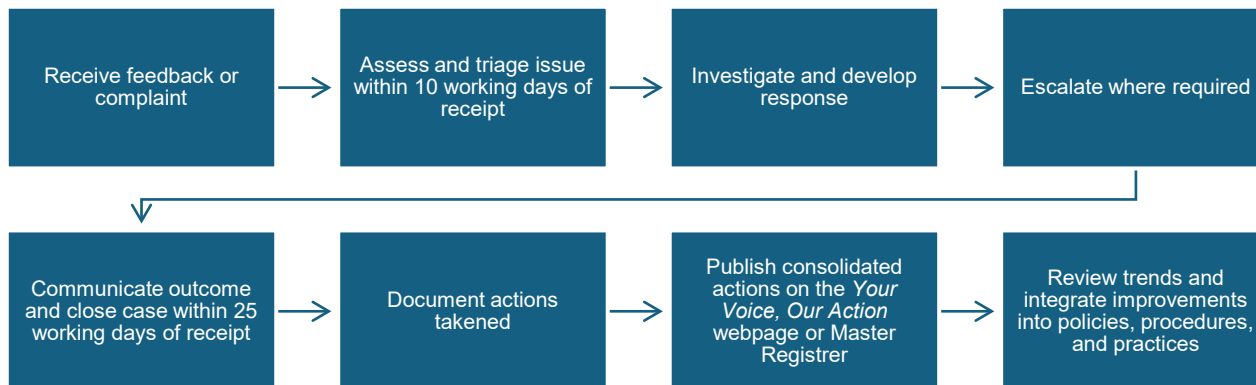
### 6.3. Anonymous Feedback or Complaints

Step 1: Submission

Step 2: Assessment (within 10 working days of receipt)

Step 3: Investigation and communication of outcome (within 25 working days of receipt)

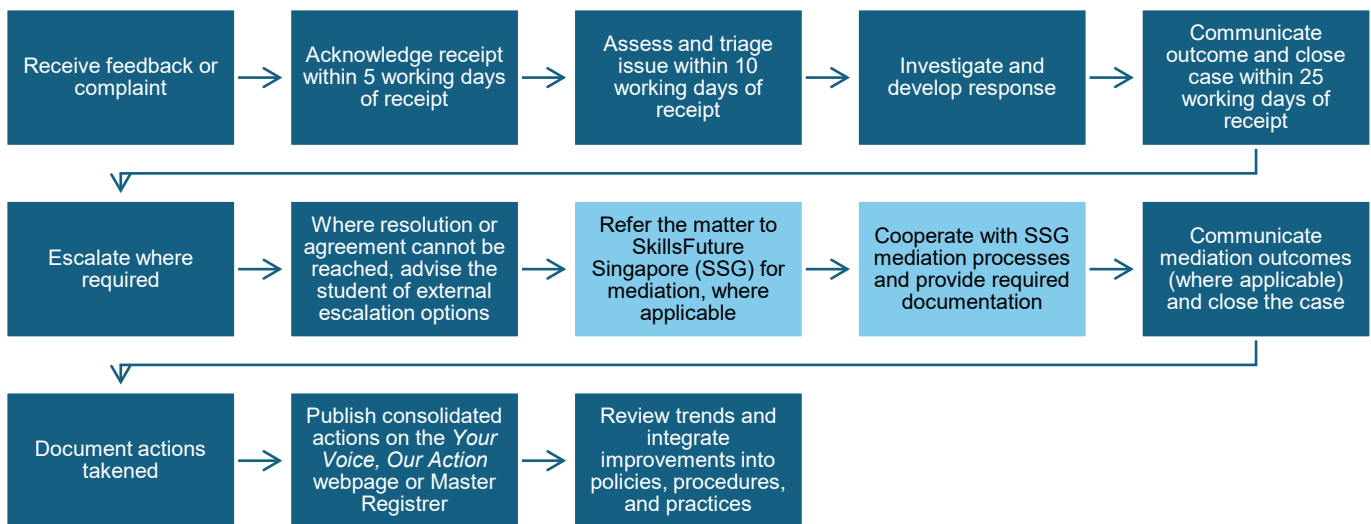
\* A student feedback is deemed resolved when the outcome is agreed by all parties or when the contributor does not reply within three (3) working days after a response has been given by the assigned department(s).



#### 6.4. Complaints That Require External Escalation

Step 1: Student may contact the Singapore Government's dispute resolution service via SkillsFuture Singapore (SSG) for help. Note: after reviewing feedback, SSG may refer students to the SSG Mediation – Arbitration Scheme and there may be additional costs to use this scheme.

Step 2: In the above event, Newcastle Australia's Student Central shall await SSG's instructions to assist with the Mediation-Arbitration process. Student feedback escalated to SSG shall be recorded in the Student Feedback Register. Newcastle Australia's Student Central shall assist with the process until feedback resolution is achieved.



#### 7. KEY TIMELINES

- Acknowledgement: within 5 working days from day of receipt
- Assessment: within 10 working days from day of receipt
- Resolution: within 25 working days from day of receipt
- Appeal outcome: within 15 working days from day of receipt

#### 8. FEEDBACK OWNERSHIP AND MANAGEMENT

Student feedback and grievances are primarily managed through early intervention mechanisms. Newcastle Australia IHE proactively solicits student feedback during the mid-trimester period via the Mid-Trimester Learning and Support Survey, which enables timely identification and resolution of learning or support-related concerns before they escalate.

In addition to structured surveys, students have ongoing access to a Student Feedback and Grievance Portal published on Newcastle Australia IHE's webpage, providing a formal channel for submitting feedback, concerns, or complaints at any time.

Effective 30 March 2026, Newcastle Australia IHE has refreshed the [Student Feedback and Grievances Portal](#) and launched the "[Your Voice. Our Action.](#)" webpage for communications of actions implemented based on student's feedback or suggestions.

All student feedback are recorded in the Student Feedback Register. All feedback are assigned to the appropriate department(s) for resolution. The assigned department(s) shall respond to the contributor in a way that can achieve feedback resolution.

#### 9. CONFIDENTIALITY AND FAIRNESS

All feedback and complaints are handled fairly and securely recorded in accordance with Newcastle Australia's data protection, privacy, and record keeping requirements. Information is accessed only by authorised personnel and handled confidentially throughout the process.

## **10. GOVERNANCE AND OVERSIGHT**

Feedback and complaint outcomes are reviewed using anonymised information by relevant academic and departmental heads, including Newcastle Australia's Executive Committee (EXCO), to ensure appropriate oversight and accountability.

Record of feedback, actions taken, and outcomes are maintained in the Feedback Register to support monitoring, reporting and audit requirements.

## **11. CONTINUOUS IMPROVEMENT FRAMEWORK**

Newcastle Australia adopts a structured continuous improvement approach:

- Feedback is analysed to identify trends and systemic issues
- Action plans are developed and assigned to responsible parties
- Implementation is monitored and tracked
- Effectiveness of actions is reviewed in subsequent cycles
- Policies and procedures are updated where necessary
- Improvements are communicated to students via the "[Your Voice. Our Action.](#)" Webpage or recorded in the Feedback Register.

## **12. ALIGNMENT WITH QUALITY ASSURANCE**

This policy forms part of Newcastle Australia's internal quality assurance framework and supports compliance with EduTrust requirements, particularly in relation to student feedback management, governance oversight, and continuous improvement. It ensures a closed-loop process linking feedback, action, monitoring, and improvement.

## **13. COMMITMENT**

Newcastle Australia is committed to listening to student feedback, taking meaningful action, and continuously improving the student experience.

#### 14. STATUS AND DETAILS

| Status                                   | Current                          |
|--|----------------------------------|
| Version Number                           | 1.0                              |
| Effective Date                           | 30 March 2026                    |
| Review Date                              | 30 March 2028                    |
| Approval Authority                       | Prof Abhishek Bhati, PVC and CEO |
| Approval Date                            | 30 March 2026                    |
| Expiry Date                              | Not applicable.                  |
| Responsible Executive                    | PVC and CEO Office               |
| Summary of Changes from Previous Version |                                  |
| v1.0 30 March 2026 – Created.            |                                  |