

Schedule 1 – RMIT Complaints Framework

Due to the broad nature of complaints, the University has developed a schedule of complaint mechanisms to assist in identify the appropriate avenue for submitting a complaint. The Schedule may be updated from time to time by the University Policy Manager.

Health Safety & Wellbeing issues

For the resolution of problems related to Health Safety and Wellbeing (HSW) situations that may arise in the work and learning environment.

[HSW Issue Resolution Process](#)

Public Interest disclosures

For anyone to report concerns they may have about illegal, unethical or improper conduct involving RMIT, staff, Council members, students or researchers

Protections are provided to the person making the report.

[Whistleblower Procedure](#)

Research integrity

For potential breaches of research integrity, including potential breaches of:

- Australian Code for the Responsible Conduct of Research 2018
- Research Policy

[Management of Breaches of Research Integrity Procedure](#)

Animal ethics

For complaints made against RMIT researchers, for non-compliance with the Animal Code. Compliance obligations extend to RMIT researchers while at other institutions and/or outside Australia.

[Animal Ethics Process](#)

Research Involving GMOs

Staff, students, members of the public or any other concerned persons may make a complaint regarding

- research involving GMOs
- the use of GMOs in a particular research project
- a decision of the RMIT Institutional Biosafety Committee
- the operation of the RMIT Institutional Biosafety Committee

[Research Involving Genetically Modified Organisms Process](#)

Student and Student-Related

For current, former and prospective students to seek resolution of complaints relating to aspects of their experience or engagement with RMIT, including:

- administrative processes or decisions of an RMIT Group institution
- actions by staff, students, contractors and affiliates of an RMIT Group Institution.

[Student and Student-Related Complaints Policy](#)

RMIT Ombuds

For prospective, current and former students or staff complainants who have exhausted all other relevant internal avenues of redress and have evidence of a breach of policy, procedure or procedural fairness.

[RMIT Ombuds Procedure](#)

Staff and Staff-Related

For complaints or concerns relating to allegations or instances of staff misconduct, including

- breaches of RMIT's Code of Conduct
- unacceptable conduct under the Workplace Behaviour Policy
- complaints relating to aspects of staff experience and engagement with RMIT.

Managing Conduct and Complaints Procedure [in development]

Third Party

For any person not eligible to raise a complaint under the various staff and student policies and procedures.

[Third Party Complaints Procedure](#)