

Schedule 1 – RMIT Complaints Framework

RMIT welcomes the submission of concerns and complaints to help improve the student and staff experience. To ensure you contact the correct team for your matter, please refer to the list below to identify the team best placed to support you.

The Schedule may be updated from time to time by the University Policy Manager.

Health, safety and 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

[Research Integrity Breach Management 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 Procedure](#)

Research Involving genetically modified organisms (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 Procedure](#)

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](#)

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.

[Staff Complaints Procedure](#)

Third Party

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

[Third Party Complaints Procedure](#)