



POLICY: COMPLAINTS AND APPEALS

POLICY NUMBER:	AC008	VERSION:	6.4
DATE ADOPTED:	19 March 2012	DATE LAST REVIEWED:	16 January 2019
DATE OF NEXT REVIEW:	16 January 2021	REVIEW FREQUENCY:	Two years
AUTHORISED BY:	Chief Executive Officer	REVIEWED BY:	English Program Coordinator
RESPONSIBLE FOR REVIEW:	English Program Coordinator		
DOCUMENT MANAGEMENT:	U:/Policies and Procedures		
Policy context: This policy relates to:			
HE STANDARDS FRAMEWORK 2015	2.4		
ESOS	National Code 2018 Standard 10 NEAS Quality Assurance Framework Quality Principle B4		
STANDARDS FOR RTO'S 2015	6.1 – 6.5		
LEGISLATION OR OTHER REQUIREMENTS	Tertiary Education Quality and Standards Agency Act 2011 The Education Services for Overseas Students (ESOS) Act 2000 National Code of Practice for Providers of Education and Training to Overseas Students 2018 National Vocational Education and Training Regulator Act 2011		
OTHER POLICIES	Refund Policy Deferral, Suspension or Cancellation Policy Student Support Policy Student Course Progress Policy Continuous Improvement Policy Younger Students Policy		
FORMS AND OTHER DOCUMENTS	Complaints Form Appeals Form Complaint Register Appeals Register Independent Adjudicator Report Form Student Handbook		



KEY WORDS (META DATA)	Complaints; Appeals; Ombudsman
DEFINITIONS	<p>Appeal – a request to review a decision or outcome relating to any aspect of a student’s results, condition of enrolment or academic progress</p> <p>Complaint – an expression of dissatisfaction with the quality or delivery of service, policy or procedure, or the conduct of another person</p> <p>Plaintiff – a person lodging a complaint or appeal</p> <p>External Complaints – complaints made to an external organisation about the outcome of a complaint/appeal submitted to IIBT and or the process by which it was managed</p> <p>Internal Complaints – complaints made to IIBT relating to academic or non-academic matters</p> <p>Respondent – a person or entity responding to a complaint</p> <p>Student Support Services Officer - SSSO</p>
EVIDENCE	Complaints Form Appeals Form Complaints Register Appeals Register Meeting documents Correspondence relating to complaints and appeals Independent Conciliator Reports

<p><i>Policy Information:</i></p>	
POLICY	<p>IIBT is committed to ensuring that all student and prospective student complaints and appeals are dealt with in a professional, fair and transparent manner, with impartiality and procedural fairness and at no cost to the complainant or appellant.</p> <ul style="list-style-type: none"> • Attempts will be made to resolve complaints informally and through internal appeals wherever possible. • Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints and appeals process. • During the complaints/appeals resolution process, the complainant or appellant’s enrolment is maintained and not at risk. • The complainant/appellant, at all times, has the right to seek independent external advice.



	<ul style="list-style-type: none"> • All formal complaints and appeals must be submitted on the Complaints form or the Appeals form and completed and signed by the complainant/appellant. • Complainants/appellants may be accompanied and assisted by their nominated support person at any relevant meetings. • Records of complaints and appeals will be kept for at least five years • All records associated with complaints and appeals will be handled in strict confidence while still allowing parties to the complaint appropriate access to records • Staff will be familiarised with the Complaints and Appeals policy and procedures at induction and via the Staff Handbook. The Campus Manager will ensure that all staff are aware of, trained in and compliant with these procedures at all times
SCOPE	This policy applies to all enrolled students.
PROCEDURES	<p>All students are given information about IIBT’s Complaints and Appeals Policy and Procedures during orientation, in the Student Handbook and on the IIBT website.</p> <p>Complaints & Appeals Procedure</p> <p>1. Informal Complaints</p> <p>Prior to lodging a formal complaint to IIBT, a complainant may contact the relevant academic/teaching or administrative staff/party involved to discuss the matter and seek an immediate and acceptable resolution.</p> <p>If the plaintiff’s grievances cannot be resolved through informal direct communication with the respondent(s), the formal Complaints and Appeals process is available.</p> <p>2. Formal Internal Complaints</p> <p>The first step in this process is for the complainant to inform a Student Support Services Officer (SSSO) that they wish to make a formal complaint or appeal.</p> <ul style="list-style-type: none"> • The SSSO will provide the complainant with a copy of the Complaints or Appeals Form.



- On receipt of the signed and completed form, IIBT staff will record the complaint or appeal on the Complaints or Appeals Register.

Within 10 working days, IIBT will:

Place the complaint or appeal on the agenda for the Management meeting /Academic Director to consider

- Advise the complainant
 - of the outcome in writing within 10 working days from the receipt of the complaint , including detailed reasons for the outcome
 - the right to access an external complaints handling process at minimal or no cost if they are not satisfied with the outcome
 - provide contact details of the external complaints and appeals body

IIBT Management of Complaints and Appeals

- A student complaint or appeal is dealt with by the Management meeting/Academic Director within 10 working days of receipt of the Complaints or Appeals Form
- The complaint or appeal will be investigated fully and an acceptable resolution will be sought
- The Management meeting/Academic Director will record the proposed solution(s) and advise the plaintiff in writing within 10 working days, or as soon as is practicable, of the outcome of their complaint or appeal, including details of the reasons for the outcome
- In relation to a domestic student studying a VET course, where IIBT considers more than 60 calendar days are required to process and finalise a complaint or appeal, the complainant will be notified in writing of the reasons why more than 60 days is required and regularly inform the student about the progress of the matter
- The advice to the complainant will include information and procedures concerning the complainant's right to access an external complaints and appeals review process at no cost
- Should the internal or external complaint handling or appeal process result in a decision supporting the complainant or appellant, IIBT will promptly advise them of the outcome and implement with immediate effect any decision and/or corrective and preventative action required
- All issues arising from complaints and appeals reviewed by the Management meeting/Academic Director will be used to eliminate or mitigate the likelihood of reoccurrence



- All communications arising from the complaints process will remain confidential except to the extent necessary to give effect to this Complaints and Appeals Policy or when a party to the complaint or appeal requires reasonable access to such records. Records of all complaints/appeals and their outcomes will be securely stored for a period of at least five years.

Internal Complaints – independent assistance and advice

Students can access independent advice and assistance at any stage of the internal review process.

International Students

The Department of Education provides advice about where international students can access complaint services on their website

<http://www.des.wa.gov.au/internationaleducation/Pages/default.aspx>

Australian Students

Mediation services and referrals for other advice is available through the Citizens Advice Bureau of Western Australia by calling (08) 9221 5711. More information is available on their website www.cabwa.com.au.

3. External Complaints

Complainants who are not satisfied with the outcome of a complaint submitted to IIBT may lodge an external complaint about IIBT, within 10 working days of the decision, with the relevant independent organisations nominated below.

International Students

The Overseas Student Ombudsman offers a free and independent service for International students who want to lodge an external complaint about a decision made by their provider. Plaintiffs can access more information on the Overseas Student Ombudsman website www.ombudsman.gov.au or by phoning 1300 362 072.

Complaints or appeals that may be referred to the Overseas Students Ombudsman for investigation may be about:

- course admission refusals
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by a provider
- incorrect advice given by an education agent.

The Overseas Student Ombudsman will not investigate complaints:



- about public providers (these are covered by the State and Territory Ombudsman)
- by Australian students
- by students from overseas who are not on a student visa (e.g. students studying on a visitor, working holiday or temporary business visa).

Appeal decisions investigated and found to be in favour of the plaintiff will be implemented by IIBT management as soon as practicable.

Australian Students

Complaints can be lodged for external review with Consumer Protection. More information is available by calling 1300 304 054, or emailing consumer@dmirs.wa.gov.au or on their website

www.commerce.wa.gov.au/corporate/contact-information

Students under 18

Students under the age of 18 will be given additional support by IIBT during a complaints and appeals process. Please see Younger Students Policy

END OF DOCUMENT