

Complaints Handling and Appeals Policy	
Policy area	Complainant Support
Responsibility	CEO, Student Support Officer, RTO Manager
Classification	Public

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1. Purpose

The purpose of this policy and procedure is to ensure:

- Purpose of this policy is to ensure that all current and prospective students at International Technical Institute (ITI) are given access to free, effective and fair complaints resolution and appeals processes.
- Outcomes of complaints/Appeals are documented and communicated
- Feedback and complaints/Outcomes of appeals are used to inform continuous improvement to prevent the reoccurrence

2. Definitions

Complainant means the person making a complaint, this may be a student, employer, trainer or any other person making a complaint. It is not limited to complaints made by students only.

Complaint generally means negative feedback about services or people which has not been resolved locally.

Internal Appeal: An appeal against a decision where the appeal is brought under International Technical Institute (ITI) policies and

code of conducts or where there is a process for appeal within International Technical Institute (ITI) policies and procedures

External Appeal: An appeal to an external agency against a final decision of International Technical Institute (ITI). Agencies may include the Ombudsman, the Privacy Commissioner, the Equal Opportunity and Human Rights Commissions or Department of Education (In relation to ESOS Act)

Appeal. An appeal is an application by a student for reconsideration of an unfavourable decision or finding during their time with International Technical Institute (ITI). An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 calendar days of the decision or finding being informed to the student.

Respondent: A person responding to a complaint or an appeal

3. Policy statement

3.1 Approach to complaints

This policy and procedure ensure that in the event, a student has a complaint concerning any matter in relation to International Technical Institute (ITI), there is a process in place to ensure that the complaint can be resolved amicably. Students have access to a complaints procedure if

they feel, they have been unjustly treated, undermined, vilified or harassed in any circumstances. All the complaints will be treated in full confidence and neutrality, without any discrimination.

A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Support Officer/Admin officer/RTO Manager. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file. All formal complaints or appeals must be lodged in writing using International Technical Institute (ITI)'s Complaints and Appeals Form.

International Technical Institute (ITI) will investigate and respond to all complaints lodged by a student in a fair, transparent and professional manner. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time. If the nature of the complaint requires immediate action, the member receiving the complaint will forward the matter directly to the RTO Manager.

If the complaint is in regard to something of a more academic or study related nature, he or she may refer the matter to the Academic Manager/RTO Manager without delay.

The students will have the opportunity to formally present their case at no cost, disadvantage or repercussions. The student may be accompanied and assisted by a support person to present their case at any relevant meeting if the student/complainant chooses to do so.

International Technical Institute (ITI) treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

Only International Technical Institute (ITI) staff authorised by the CEO can respond to a complaint. International Technical Institute (ITI) shall respond to all complaints including student's dealings with the International Technical Institute (ITI), International Technical Institute (ITI)'s education agents or any related party the International Technical Institute (ITI) has an arrangement with to deliver the overseas student's course or related services (e.g., work placement organisations) in a professional, fair and transparent manner.

If the process results in a decision that supports the student, International Technical Institute (ITI) will immediately implement the decision or preventive actions required and advise the student of the outcome.

Students who are not satisfied with the outcome of their complaint may appeal the decision according to International Technical Institute (ITI)'s Internal Appeal Policy or choose to lodge an External Appeal with an appropriate agency if they wish to do so. If the student chooses to access International Technical Institute (ITI)'s internal complaints and appeals processes, their

enrolment will be maintained while the process is ongoing.

If the student/complainant is not satisfied with International Technical Institute (ITI)'s internal complaints handling and appeals process, International Technical Institute (ITI) shall, within 10 working days of concluding the internal review, advise the student/complainant their right to access an external complaint handling and appeals process. International Technical Institute (ITI) shall not charge any fee for such referral and provide the student/complainant the contact details of appropriate complaints handling and external appeals body.

International Technical Institute (ITI) will maintain the student's enrolment until the external complaints/appeals process is completed and has supported International Technical Institute (ITI)'s decision to report. College will wait for the outcome of the external process with consideration for student welfare as reporting a student for breaches may have serious consequences for the student's visa; it may result in cancellation.

If any internal or external complaint or appeal process results in a decision or recommendation in favour of the students, International Technical Institute (ITI) shall immediately implement such decision or recommendation and undertake a quality review process to correct/improve the processes and prevent future occurrences.

All the outcomes of a complaint or an appeal process, internal or external, will be notified to students in writing within seven (7) working days, and copies of correspondences kept on student file for record.

International Technical Institute (ITI) shall maintain a Complaints and Appeals Register to record all instances of complaints and appeals and use this data for quality and continuous improvement purpose.

3.2 Academic Review

All students have the right to request an academic review. Where a student is dissatisfied with the outcome/result of assessment of an assignment and/or an examination, the student should discuss this informally in the first instance with their Trainer/Assessor.

If the issue cannot be resolved informally, a student may submit a request for a formal academic review in writing to the Academic Manager/RTO Manager within twenty (20) working days of receiving the reviewed academic result. The request must outline why the student has requested a formal review of the result. The Academic Manager/RTO Manager will seek to resolve a formal academic review through the appointment of an independent and impartial educator to investigate and make a recommendation. The Academic Manager/RTO Manager will make the final decision on all formal academic reviews.

All parties involved in any formal academic reviews will be advised in writing of the outcome and the reasons for the decision within twenty (20) working days from the date the review was lodged. If a student's formal academic review is successful, the academic result will be amended.

3.3 Appeals

International Technical Institute (ITI) is committed to providing fair, safe and productive study environment to all its students. Consideration of appeals will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with International Technical Institute (ITI)'s policies and quality principles.

International Technical Institute (ITI) will appoint an Appeals Committee comprising of at least three of the following senior staff members; *CEO, RTO Manager, Student Support Officer, Trainer*

All the appeals will be heard by the committee on a designated date. Minutes of the meeting will be taken and filed. Student enrolment will be maintained while the appeals process is ongoing.

Students will be advised of their right to access an External Appeal process with appropriate agencies if they are not satisfied with International Technical Institute (ITI)'s internal Complaints and Appeals processes of conduct of such processes.

If any internal or external appeal results in a decision or recommendation in favour of the students, International Technical Institute (ITI) shall immediately implement such decision or recommendation and undertake a quality review process to correct/improve the processes and prevent future occurrences.

All the outcomes of an appeal process will be notified to students within seven (7) working days, and copies of correspondences kept on student file for record.

International Technical Institute (ITI) shall maintain a Complaints and Appeals Register to record all instances of complaints and appeals and use this data for quality and continuous improvement purpose.

3.4 External Complaints and Appeals

There is an external complaint/appeal process available to students if they have exhausted with the internal complaint and appeal procedures and still feel unsatisfied.

International students who wish to lodge an external appeal can do so through the Overseas Students Ombudsman. See the Overseas Students Ombudsman website www.ombudsman.gov.au or phone 1300 362 072. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. INTERNATIONAL TECHNICAL INSTITUTE (ITI) agrees to be bound by the independent mediator's recommendations and the CEO, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report. Each complaint, grievance, appeal and its outcome will be recorded in writing and each party to the complaint is given a written statement of the appeal outcomes, including reasons for the decision.

Students may also seek legal redress through the usual court processes if they feel unsatisfied. They may also approach other agencies relevant to their specific situation.

- The Ombudsman
- The Privacy Commissioner
- The Equal Opportunity and Human Rights Commissions
- Department of Education and Training

Students may choose to contact the Department of Education and Training, Department of Education and Training

GPO Box 9880

Canberra ACT 2601

<http://education.gov.au/contact-department>

If the problem resolution fits within equal opportunity guidelines, it will be managed under INTERNATIONAL TECHNICAL INSTITUTE (ITI)'s relevant policies and procedures. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to act under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

3.5 Natural justice

The principle of Natural Justice underpins the duty to act fairly includes two rules: the fair dealing rule and the no bias rule. This means that all parties must be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person.

In addition, a decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. If the decision maker cannot meet these requirements, they must immediately withdraw from the process. The procedure shall have regard to the duration of an overseas student's stay in Australia. In order to expedite the process, students shall also have regard for this and not unduly interfere with the mediation agent or the procedure. Should interference by the student affect the normal process of events, International Technical Institute (ITI) shall not be held responsible for the consequences.

4. Considerations

4.1 Relationship to Continuous Improvement

Frequently, the complaints handling process will expose weakness in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling and appeals policy, is very positive and should be actively applied by all persons involved. It is for this reason that complaints and appeals received from stakeholders should be seen in a positive light and as opportunities for improvement. At the end of the complaint handling process, consideration is to be given to opportunities for improvement that can be applied to prevent the recurrence of the complaint.

5. Procedure

Steps	Person/s responsible
5.1 Complaints Handling	
i.	<p>Inform complainants of Complaints Handling process</p> <p>Upload Complaints Handling policy and procedure on our website and provide to complainant in the <i>Student Handbook</i>.</p>
ii.	<p>Receive Complaint</p> <p>Complainant gathers information and arranges to meet the RTO Manager for advice and information discussion; The complainant files and submits the complaint in writing using the Complaints and Appeals Form to the RTO Manager, if a complainant not able to physically attend INTERNATIONAL TECHNICAL INSTITUTE (ITI) may choose to communicate electronically or telephonically with the RTO Manager;</p>
iii.	<p>Acknowledge receipt of complaint</p> <p>RTO Manager confirms the receipt of the complaint in writing to the complainant within five (5) working days of the date of receipt of the complaint and enters the complaint in the Complaints Register.</p> <p>RTO Manager starts the process no later than ten (10) working days from the date of receipt of the complaint and calls upon respective parties for discussions/meetings.</p>

<p>iv.</p>	<p>Review, Investigate and Record complaint</p> <p>All the evidence concerning the complaint are collected and reviewed; Assistance of Student Support officer is sought if student welfare is a concern.</p> <p>RTO Manager discusses the outcomes with the CEO and reaches a decision; The complainant is advised of the decision in writing by the RTO Manager; If the decision is not accepted, an internal or external mediator is appointed with mutual consent; If the mediation fails, external compliant options are advised and exercised within ten (10) working days; Students are advised of the outcomes in writing; All the documents and notes are forwarded to Student Support /Student Admissions Officer for filing; and RTO Manager updates the Complaints and Appeals Register with the outcome.</p>	<p>Student Support Officer</p> <p>CEO</p> <p>RTO Manager</p>
<p>5.2 Making an Appeal</p>		
<p>i.</p>	<p>Submission of Appeal</p> <p>The complainant arranges a meeting with the RTO Manager and discusses appeals options, Online complainant or a complainant not able to physically attend International Technical Institute (ITI) may choose to communicate electronically or telephonically with the RTO Manager The complainant files and submits the appeal in writing using the Complaints and Grievance form to the Student Support Officer (Note: The form can also be lodged with the RTO Manager directly if the Student Support Officer is not available)</p>	<p>RTO Manager/Student Support Officer</p>
<p>ii.</p>	<p>Written acknowledgement</p> <p>Student Support Officer enters the appeal in the Complaints and Appeals Register and forwards it to the RTO Manager for action</p> <p>RTO Manager confirms the receipt of the complaint in writing to the complainant within three (3) working days of the date of receipt of the complaint</p>	<p>RTO Manager/Student Support Officer</p>

iii.	<p>Review of the appeal</p> <p>RTO Manager notifies the Complaints and Appeals Committee and provides copies of the documents, Complaints and Appeals Committee convenes no later than 10 working days from the date of receipt of the appeal, Case background and grounds for appeal are reviewed and discussed by the Complaints and Appeals Committee</p> <p>Complaints and Appeals Committee reaches a Final Decision The Final Decision is conveyed to the complainant in writing</p> <p>If the decision is not accepted by the student, external complaint options are advised and exercised</p>	<p>RTO Manager/Student Support Officer/ Complaints and Appeals Committee</p>

6. Other documents to consider with this policy

Policies

- Management Meeting
- Third Party Management
- Continuous Improvement

Forms

- Complaints Form
- Complaints Register
- Complaints Response Letter Template
- Continuous Improvement Register

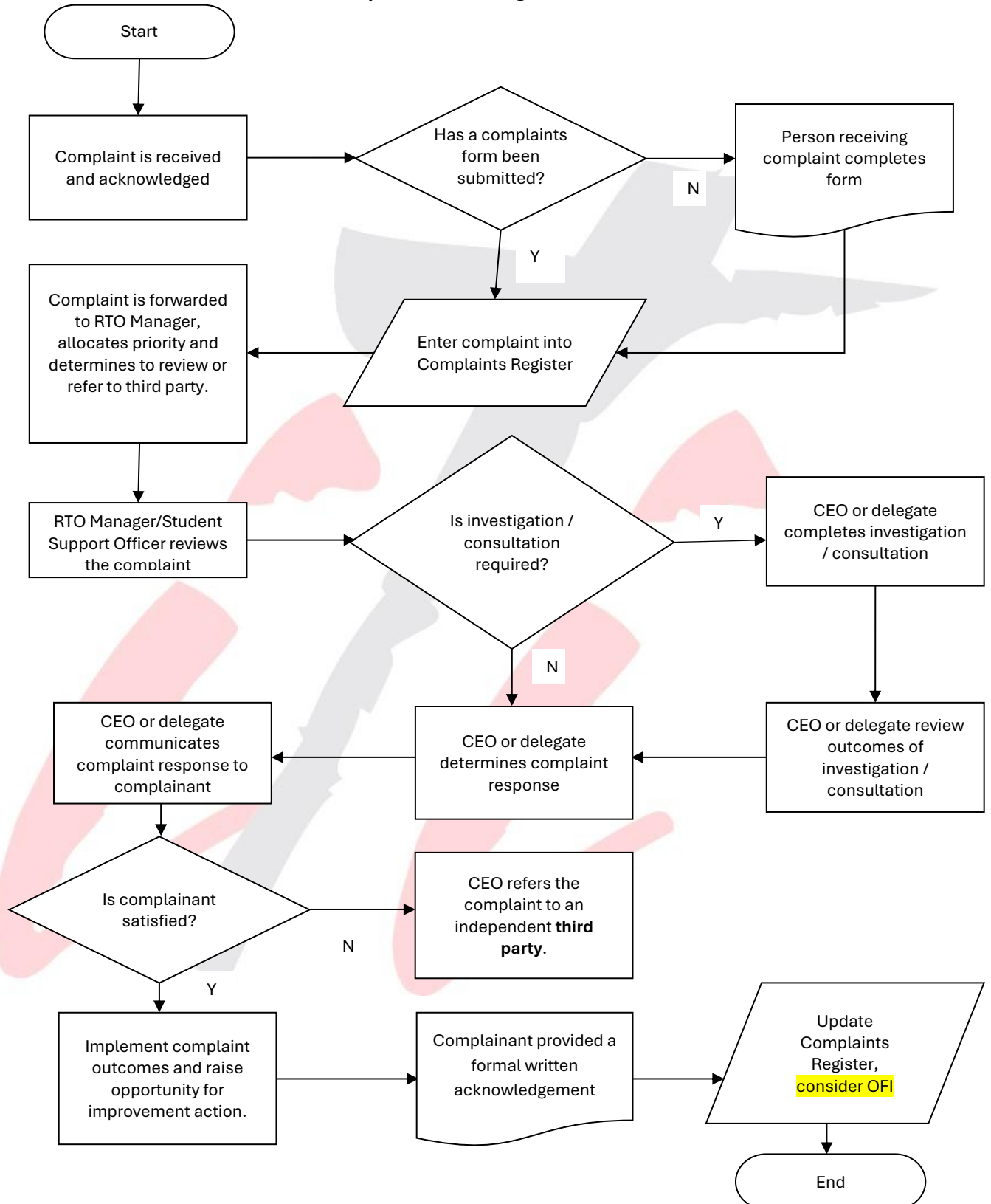
Handbooks, manuals or other documents

None.

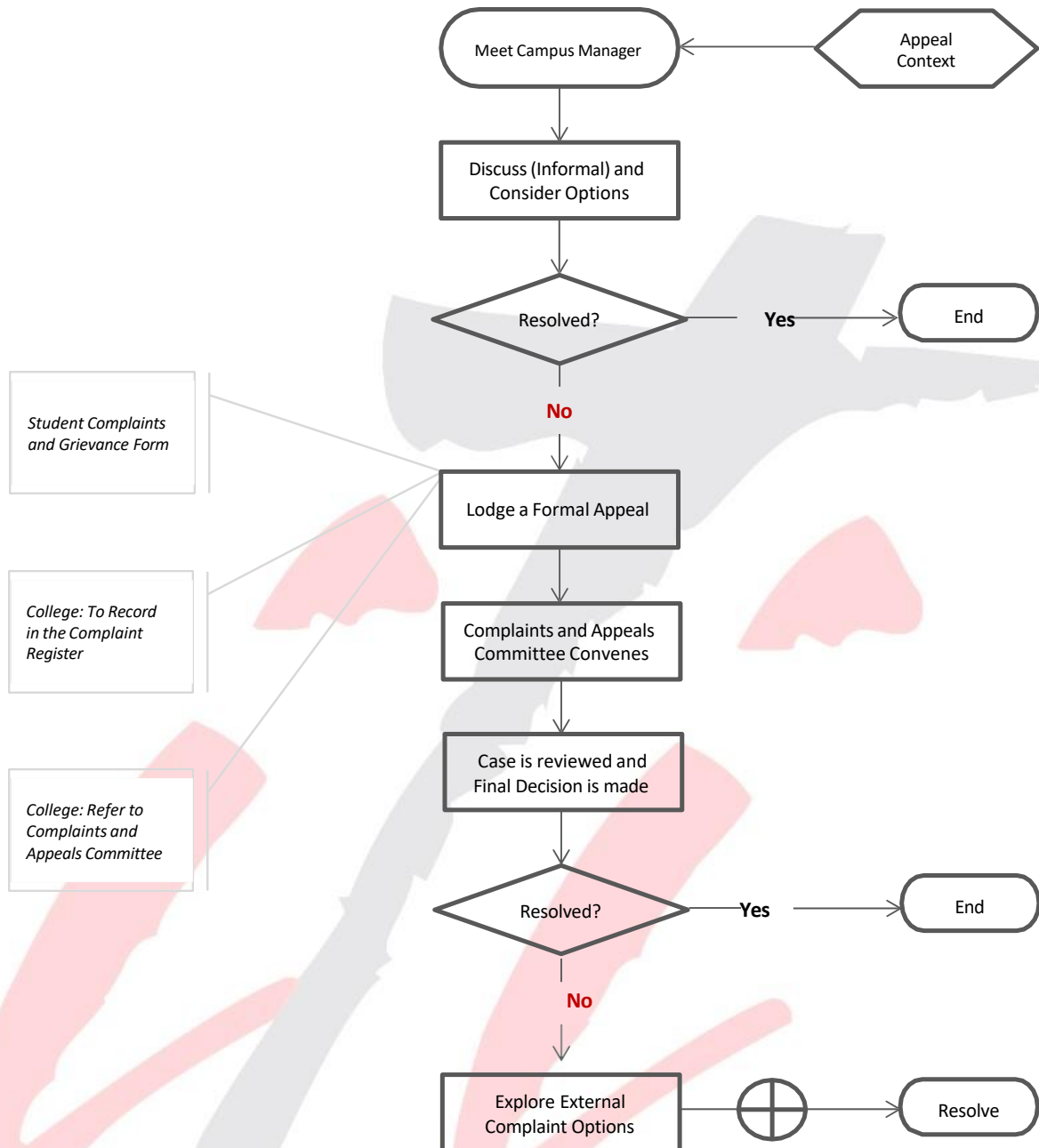


7. Flow chart

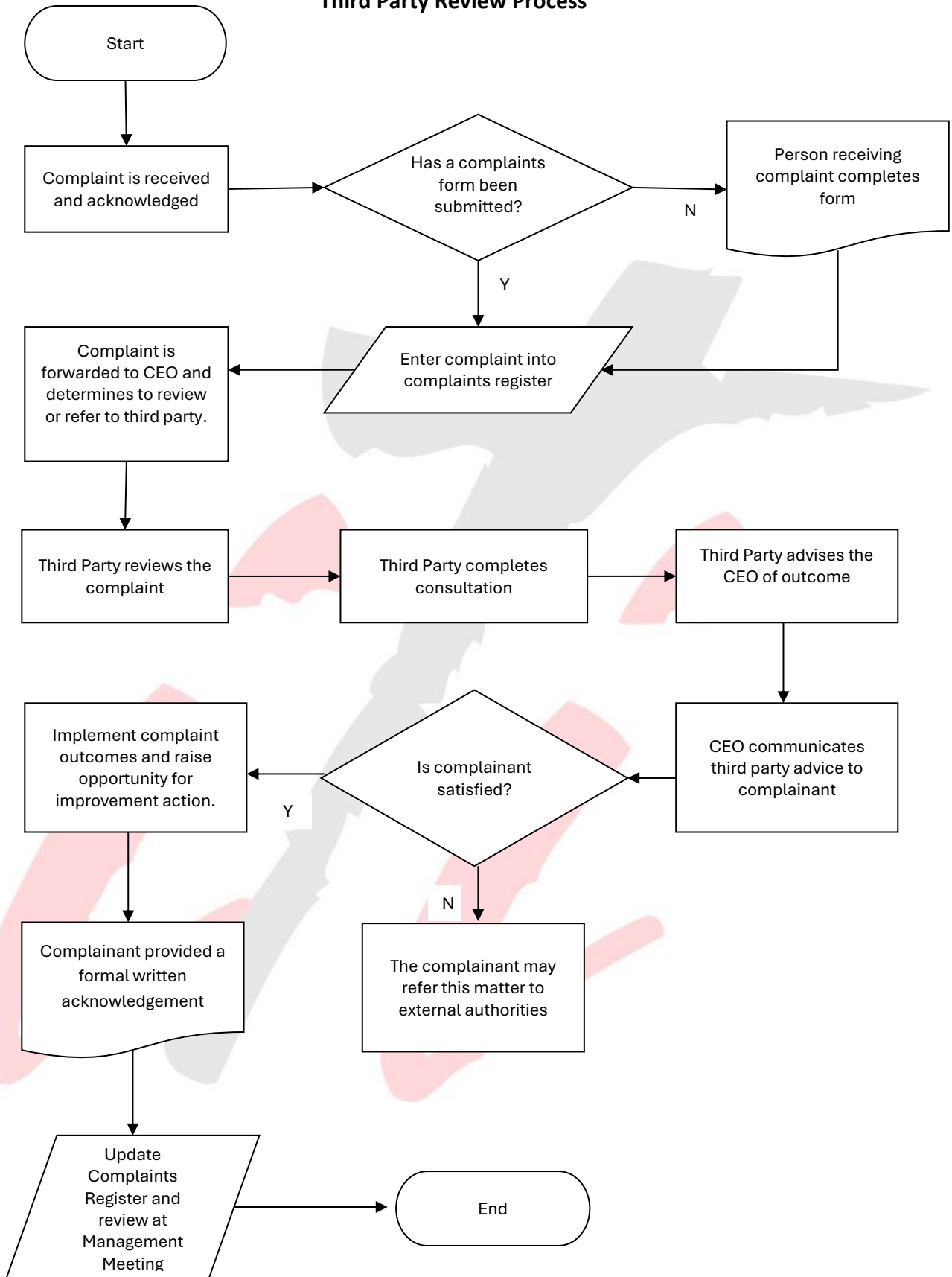
Complaints Handling Process



Student Appeal Procedure



Third Party Review Process



8. Reference(s)

Outcome Standards for RTOs, Standard 2.7. Effective feedback and complaints management addresses concerns and informs continuous improvement.

The RTO demonstrates:

- (a) information about how to provide feedback and make complaints is publicly available and easily accessible
- (b) VET complainants are supported to provide feedback and make complaints
- (c) a complaints management system that:
 - (i) ensures parties are afforded procedural fairness
 - (ii) identifies reasonable timeframes for responding to and resolving complaints
 - (iii) provides avenues for further action where complaints are not resolved
- (d) outcomes of complaints are documented and communicated to relevant parties
- (e) feedback and complaints are used to inform continuous improvement.