



## COMPLAINTS & APPEALS

Including  
Grievances  
Complaints & Appeals  
Assessment Appeals

**Reference:**

**Standard 6 Clauses 6.1 – 6.6**

**National Code Standard 10 Complaints & Appeals**

## VERSION HISTORY

<b>Policy Owner:</b>	CEO	Suresh Basnet
<b>Document Management:</b>	Academic Manager	Kazi Rezwan
<b>File:</b>	POL_SS07 Complaints and Appeals v2.2	
<b>Last Updated on:</b>	10/2018	<b>Next Review Date:</b> 10/2019
<b>Changes history</b>		
Number	Dates	Changes summary
V2.2	Oct 2018	Edits for roles in RTO and update to National Code 2018
V2.1	May 2017	Updated to National Code 2017
V2.0	September 2016	Quality assurance check across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide
v1.0	July 2016	New standards for RTO's 2015

# Contents

COMPLAINTS AND APPEALS .....	4
PURPOSE .....	4
PROCESS .....	5
ASSESSMENT APPEAL .....	7
PURPOSE .....	7
PROCESS .....	7

# COMPLAINTS AND APPEALS

## PURPOSE

Complaints are an important input to learner and client services and quality assurance in the College. Complaints are another opportunity to improve our student services, support overseas students and improve the business and measure performance of the College. The CEO expects complaints to be dealt with as a priority so they do not escalate to a formal complaint within the College or an appeal against the complaint decision to an external agency or regulator. Complaints that escalate affect our business profile and risk rating. We will vigorously follow through complaints following our internal procedures making sure each step follows the principles of natural justice and procedural fairness. The College complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

## References

Standard 6	Clauses 4.1 Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.
NC Standard 1	Marketing Information and Practice
NC Standard 10	Complaints and Appeals

## Implementation

The **CEO** is ultimately responsible for the College and its staff and student welfare.

The **Admin and Accounts Manager** is responsible for immediate handling of complaints

The **Academic Manager** is responsible for the immediate handling of complaints relating to courses and assessments and the trainers.

## PROCESS

All complaints must be dealt with in a constructive and timely manner. We will set out the process in “Plain English” on the website, in pre-enrolment information and we will emphasise this information at induction and orientation.

The procedures include complaints handling at an informal level and we expect most complaints that start as a grievance can be resolved at this level with our focus on client and staff satisfaction.

Records of complaints that escalate to a formal complaint or written complaint will be recorded on our Complaints and Appeals Register.

Similar grievances from more than one staff member, employer or client will be further investigated as this would indicate an area for improvement of College operations or services.

Management will consider complaints as a matter of priority and within the guidelines of legislation and following our procedures. All internal avenues for resolution will be pursued from the initial grievance or complaint, through to a formal complaint and possible appeal of the decision.

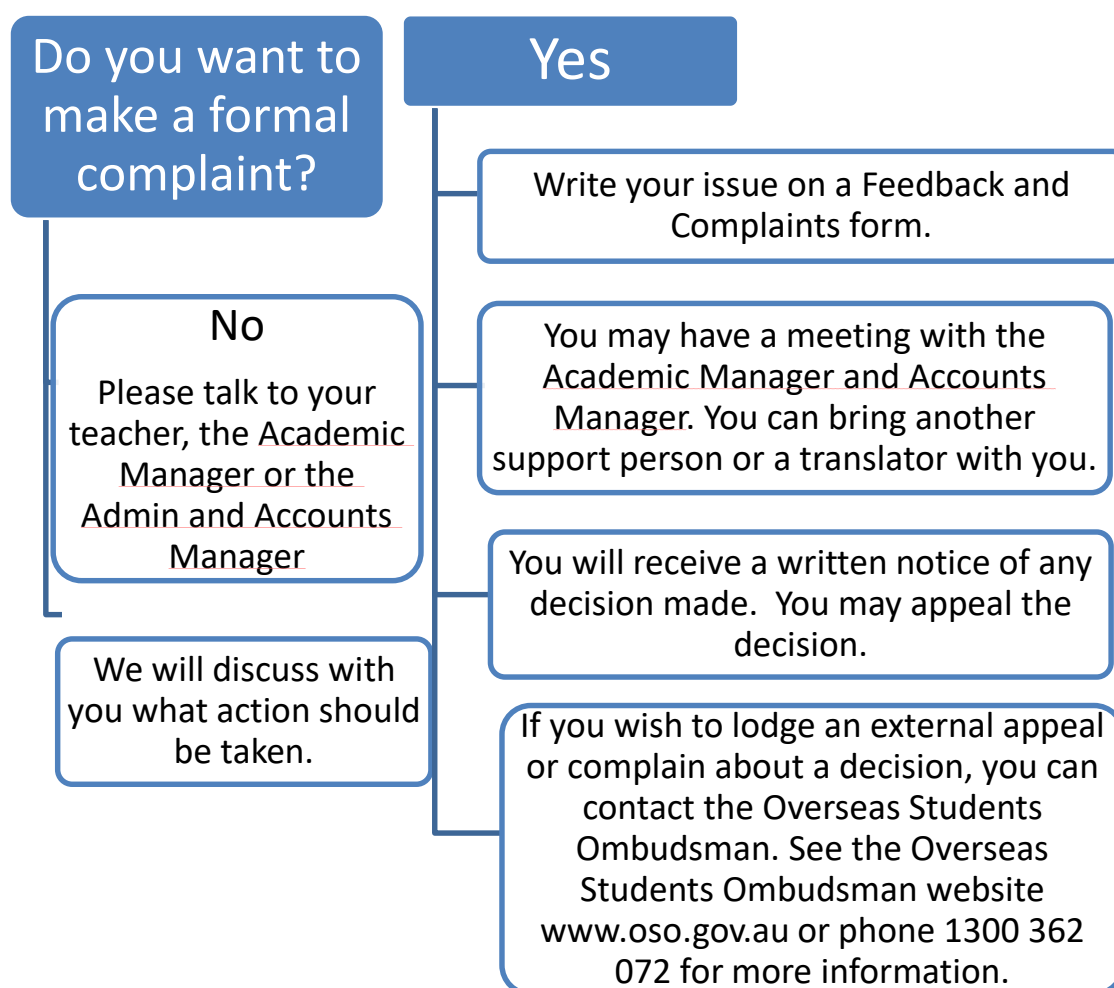
We include complaints as an agenda item on our management meetings.

Procedure for a grievance, complaint and appeal:	
1. Discuss the issue with the member of staff or trainer involved or course participant	<p>1. You might have a grievance or complaint about:</p> <ul style="list-style-type: none"> <li>The College, its policies, decisions or information provided to you</li> <li>The College administration staff</li> <li>Your course or your assessment result</li> <li>A Trainer or an Assessor</li> <li>Another course participant or person at the College</li> </ul> <p>We encourage participants to talk directly with the person involved and see if you can sort out the issues of concern.</p>
2. Discuss the issue with a Manager	<p>2. Where talking with the person is not appropriate, the complaint can be discussed with a member of staff –probably a manager by phone or through email such as: Academic Manager or Admin and Accounts Manager. We will seek an immediate resolution of the matter if possible within our roles</p> <p>We will communicate with you, discuss the matter with other parties and seek resolution. We must refer to our policies and procedures and point this out to you as the complainant and the process will be fair and transparent. We allow 10 days.</p>
3. Fill in the written complaint form and it will be considered	<p>3. If the complainant is not satisfied with the suggested resolution, we will advise you to put the complaint in writing on our complaints form and submit. This form can be downloaded from the website and sent by email or via RTOM. The College will acknowledge receipt of complaint and date received. The complaint goes to the appropriate department Manager who will consider the written complaint within 10 working days.</p>
4. How we advise of the complaint resolution and give written notification of the decision	<p>4. A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing. The written statement of RTO'S decision, including details of the reasons for the outcome will be provided to the complainant. We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent. Internal decision making and resolution between you and the College will be finalised as soon as practicable.</p>
6. Complaints are in registers and the quality assurance system	<p>6. Complaints and appeals are logged in the complaints and appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and quality assurance in the College. We are required to acknowledge formal complaints and rectification in reporting against the standards for Colleges.</p>
7. If our internal process has not worked, you can appeal the College	<p>7. To apply for External Review you must complete an application form (available on <a href="http://www.ombudsman.gov.au/making-a-complaint">http://www.ombudsman.gov.au/making-a-complaint</a>). SIC maintains the student's enrolment (i.e. not report the student for unsatisfactory progress or Fees) until the external complaints process is complete and has supported the SIC's decision to</p>

decision through overseas student ombudsman	report.
---	---------

#### Important Notes:

- SIC students may invite a friend/representative to be with them at any stage of the grievance resolution procedure. However, the friend/representative can only be present with the permission of the SIC student going through the stages of grievance resolution.
- Each complainant or appellant has an opportunity to formally present his/her case at minimal or no cost to him/herself.
- Each party may be accompanied and assisted by a support person at any relevant meetings.
- SIC will maintain student enrolments while the complaints and appeal process is ongoing.
- The process commences within 10 working days of lodgement and finalised as soon as practicable.



## ASSESSMENT APPEAL

### PURPOSE

Skyline International College will provide a fair and transparent appeal process for assessments. The Academic/Compliance Manager will manage the assessment appeal policy and processes across the College courses.

We will set out the process in “Plain English” on the website, in pre-enrolment information and emphasise this information at induction.

### PROCESS

Appeals against assessment decisions are handled differently from complaints. The process is explained here.

Records of assessment appeals that escalate to a written appeal will be recorded on our Assessment Appeals Register. The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure. Similar requests from more than one student for assessment appeals for a particular task and Assessor will be further investigated as this may indicate an issue in the assessment process for the course.

Assessors will moderate assessment decisions to check for validity, consistency and fairness.

Management will consider assessment appeals in a timely manner and within the guidelines of our procedures. They are an opportunity to improve our training and assessment and client services.

Procedure for an assessment appeal:	
1. Discuss your results with the Assessor who marked your work	1. For all assessment tasks but in particular for final assessment tasks, if the participant has a grievance about the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date. There are opportunities for re-submission and re-sits as explained in the Handbook and during the course so most assessment matters can be resolved at this stage.
2. Review - Request a re-marking by the same Assessor or another Assessor	2. If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same Assessor, or that another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days from the result date. The College will acknowledge receipt of appeal and date received.
3. Fill in and send a written assessment appeal form that will be considered by the Academic Manager	3. If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the Academic Manager shall discuss the assessment decision with the participant and the Assessor. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results. The College will acknowledge receipt of appeal and date received.
4. The Appeal resolution by meeting or phone then the Manager will send written notification of the decision	4. A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing. The written statement of RTO'S decision, including details of the reasons for the outcome will be provided to the complainant. We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent. Internal decision making and resolution between you and the College will be finalised as soon as practicable.

5. Appeals improve our quality of training and assessment system	5. Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.
6. Take the appeal to an external body	6. Once mediation and the external assessment services has been provided, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the National Training Complaints Hotline. www.education.gov.au/NTCH Phone: 13 38 73 Mon- Friday 8am – 6pm Written complaints can be emailed to <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a> .