



COMPLAINTS & APPEALS

Including
Grievances
Complaints & Appeals

Reference:

Standard 6 Clauses 6.1 – 6.6

National Code Standard 10 Complaints & Appeals

VERSION HISTORY

Policy Owner:	CEO	Suresh Basnet
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Changes history		
Number	Dates	Changes summary
V2.3	Mar 2019	Revise process flow chart and set out procedure in more detail
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
References	4
Implementation	4
PROCESS.....	5
Procedure for a grievance, complaint and appeal.....	5
Process Flow Chart.....	8

COMPLAINTS AND APPEALS

PURPOSE

The purpose of this policy is to ensure that Skyline International College (SIC) has a fair and equitable system in place to manage and resolve complaints and appeals in a respectful and timely manner. Complaints are an important input to learner and client services and quality assurance in the College. It is an opportunity to support overseas students, improve our student services and measure the performance of the college.

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 the immediate handling of complaints.

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

PROCESS

All complaints and appeals 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 will be addressed 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.

Procedure for a grievance, complaint and appeal

1. Discuss the issue with the concerned member of staff, trainer or student
 - You might have a grievance or complaint about
 - The College, its policies, decisions or information provided to you
 - The College administration staff
 - Your course or your assessment result
 - A trainer or an assessor
 - Another student or person at the College
 - We encourage the complainant to talk directly with the person involved and see if the issues of concern can be sorted out
2. Discuss the issue with a Manager
 - Where talking with the person involved is not appropriate, the complaint can be discussed with the Academic Manager or Admin and Accounts Manager
 - We will seek an immediate resolution of the matter if possible, within our roles
 - We will communicate with you, discuss the matter with other parties and seek a 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
3. Lodge a formal complaint
 - If the complainant is not satisfied with the suggested resolution, we will advise you to put the complaint in writing
 - The Complaints form can be downloaded from the SIC website or RTOM (Student Management System). It is also available at Reception or you can request the Student Services Officer to send you a copy by emailing sso@sic.edu.au
 - The College will acknowledge receipt of the complaint and date received
 - The complaint goes to the appropriate department manager

4. The complaint will be assessed within 10 working days and a written notification of the decision will be provided
 - A meeting may be offered to the complainant where a support person can be present to assist if necessary.
 - Details of any meetings will be recorded in writing
 - 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
 - The written statement of the decision, including details of the reasons for the outcome will be provided to the complainant
 - The resolution between you and the College will be finalized as soon as practicable

5. Lodge an internal appeal
 - If the complainant is not satisfied with the outcome, the complainant can seek an internal appeal of SIC's decision
 - The Student Appeals form can be downloaded from RTOM (Student Management System). It is also available at Reception or you can request the Student Services Officer to send you a copy by emailing sso@sic.edu.au
 - The College will acknowledge receipt of the appeal and date received
 - The appeal goes to the Director of the relevant department or the CEO

6. The appeal will be assessed within 10 working days and a written notification of the decision will be provided
 - The Director will review and investigate the complaint and may request for additional information if needed
 - The complainant may be called for an interview if necessary
 - Details of any meetings will be recorded in writing
 - The written statement of the decision of the internal appeal including reasons for the outcome will be provided to the complainant
 - The resolution between you and the College will be finalized as soon as practicable
 - If the internal appeal was unsuccessful, the student will be provided with information about the external review process

7. Lodge an external appeal with the Overseas Student Ombudsman
 - To apply for external review, you must complete an application form (available on <http://www.ombudsman.gov.au/making-a-complaint>).
 - If a complainant decides to proceed with external appeal, they should notify SIC by providing the evidence of the external appeal within 5 working days.
 - SIC maintains the student's enrolment (i.e. not report the student for unsatisfactory course progress or fees) until the external complaints process is complete and has supported SIC's decision to report.

8. Complaints are recorded in the College's registers
 - Complaints and appeals are logged in the Complaints and Appeals Register and reported to management
 - We treat complaints as feedback that can improve our client services and quality assurance in the College

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 appeals process is ongoing.
- The process commences within 10 working days of lodgement and finalised as soon as practicable.
- In most cases, the purpose of the external appeals process is to consider whether the registered provider has followed its policies and procedures, rather than make a decision in place of the institution.

Process Flow Chart

