

Austech Institute for Further Education

Complaints and Appeals Policy and Procedure

 <p>Austech Institute for Further Education</p>	Title
	Complaints and Appeals Policy and Procedure
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Policy

This policy governs the process for responding to complaints about a situation, a process, a person or people, a facility or a service provided by AIFE. Appeals against academic results are governed by AIFE's Academic Appeals Policy and Procedure.

A complaint or appeal should be lodged in writing, using AIFE's Complaint or Appeal Form, at the front office. A written record of the complaint or appeal will be kept on file.

If the student chooses to access AIFE's Complaints and Appeals Processes, their enrolment will be maintained while the process is ongoing.

A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.

AIFE will investigate and respond to all complaints and appeals lodged by students. The process will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.

AIFE treats all complaints and appeals in confidence and always seeks the permission of the student before discussing the complaint or appeal with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

If the process results in a decision that supports the student, AIFE will immediately implement the decision or preventive action required and advises the student in writing of the outcome within 5 working days.

Students who are not satisfied with the outcome of their complaint can take further action through ACPET at <http://www.acpet.edu.au> or the NSW Office of Fair Trading at www.fairtrading.nsw.gov.au. The complaint must be lodged within 10 working days.

Procedure

At AIFE every effort is made to make sure each student is able to appeal against any decision they feel is unfair or inconsistent with what they were told prior to enrolment. All complaints or appeals that arrive while attending the College are handled with sincerity and sensitivity. At induction students are referred to the Complaints and Appeal Procedure for Attendance, the Complaints and Appeals Procedure for Academic Progress and the Complaints and Appeals Procedure for Disciplinary action.

1. Complaint and Appeals Procedure for Academic Progress

Each student has the right to be represented by another person of their choice. This may be a friend, home stay parent, classmate etc.

Step 1: Discuss the Academic Progress decision with your Trainer.

If the problem is not resolved:

Step 2: Discuss the Academic Progress with the Course Co-ordinator.

Step 3: Fill out a Complaints or Appeals Form available at Reception and submit at Reception. The complaint or appeal will be initiated within 10 working days and the case will be examined by the Academic Department.

The complaint or appeal and any action taken will be recorded.

Step 4: Discuss the complaint or appeal with the Principal.

Step 5: If the issue is still not resolved to the student's satisfaction they will be referred to an independent mediator.

ACPET (Australian Council for Private Education and Training)
Telephone: 1800 657 644

ACPET will charge you \$200 AUD for complaint.

The above complaint and appeal procedure does not remove the right to take further action under Australia's Consumer Protection Laws.

AIFE dispute resolution procedures do not prevent the student from pursuing other legal remedies involving external dispute resolution organizations.

The outcomes will be provided in writing and the reasons for any decisions will be given.

2. Complaint and Appeals Procedure for Results

Each student has the right to be represented by another person of their choice. This may be a friend, home stay parent, classmate etc.

Step 1: Fill out a Complaints or Appeals Form available at Reception and submit at Reception. The complaint or appeal will be initiated within 10 working days and the case will be examined by the Academic Department
If the problem is not resolved:

Step 2: Make an appointment to discuss the Complaint or Appeal with Compliance Officer

Step 3: Make an appointment to discuss the Complaint or Appeal with Course Coordinator

Step 4: Discuss the Complaint or Appeal with the Principal.

Step 5: If the issue is still not resolved to the student's satisfaction they will be referred to an independent mediator.

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3. Complaint and Appeals Procedure for Attendance Calculation

Each student has the right to be represented by another person of their choice. This may be a friend, home stay parent, classmate etc.

Step 1: Discuss the Attendance decision with your class teacher.

If the problem is not resolved:

Step 2: Fill out a Complaints or Appeals Form available at Reception and submit at Reception. The complaint or appeal will be initiated within 10 working days and the case will be examined by the Compliance Officer.

Step 3: Make an appointment to discuss the Attendance issue with the Compliance Officer

The complaint or appeal and any action taken will be recorded.

Step 4: Discuss the complaint or appeal with the Principal.

Step 5: If the issue is still not resolved to the student's satisfaction they will be encouraged to appeal externally and they will be referred to an independent mediator.

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4. Complaint and Appeals Procedure for Disciplinary Action

Each student has the right to be represented by another person of their choosing. This may be a friend, home stay parent, classmate etc.

Step 1: Discuss the reason for Discipline action with your Trainer.

If the problem is not resolved:

Step 2: Discuss the Discipline action decision with the Course Co-ordinator.

Step 3: Fill out a Complaints or Appeals Form available at Reception and submit at Reception. The complaint or appeal will be initiated within 10 working days and the case will be examined by the AIFE Management.

The complaint or appeal and any action taken will be recorded on the complaint or appeal form. Minutes will be kept on the counselling report. The complaint or appeal form and minutes will be reviewed by the ACEO. The complaints or appeals process will be monitored by Compliance Officer.

Step 4: Discuss the complaint or appeal with the Principal

Step 5: If the issue is still not resolved to the student's satisfaction they will be encouraged to appeal externally and they will be referred to an independent mediator.

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The above complaint and appeals procedure does not remove the right to take further action under Australia's Consumer Protection Laws.

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The outcomes will be provided in writing and the reasons for any decisions will be given.

5. Complaint and Appeals Procedure for Fees

Each student has the right to be represented by another person of their choosing. This may be a friend, home stay parent, classmate etc.

If a student has overdue fees, the finance department will send two fee reminder notices and two warning letters. If the fees haven't been paid within one week of the last issued Warning letter, student will be issued with Notification of Intention to Report letter.

Students on receiving the intention to report letter should:

Step 1: Discuss the reason for Overdue Fees with Finance Department.

If the problem is not resolved:

Step 2: Fill out a Complaints and Appeals Form available at Reception and submit at Reception. The complaint and appeal will be initiated within 10 working days and the case will be examined by the AIFE Management.

If the problem is not resolved the college can inform the student of their right to access external body with filling out the external appeal form.

Step 3: Discuss the complaint or appeal with the Principal

Step 4: If the issue is still not resolved to the student's satisfaction they will be encouraged to appeal externally and they will be referred to an independent mediator.

NSW Government Department of Fair Trading
1 Fitzwilliam Street Parramatta 2150
Telephone: 02 9895 0111 Fax: 02 9895 0222

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The outcomes will be provided in writing and the reasons for any decisions will be given.