

Student Complaints and Appeals

Student Complaints

Intelligent Training Solutions has a complaints and appeals policy which is publicly available on the ITS website. Where complaints or appeals are received, Intelligent Training Solutions retains this information on the complaints and appeals register, detailing how the matter was dealt with and the outcome. This process identifies the cause of the complaint or appeal and the steps undertaken to ensure it does not happen again. The information identified in the Complaints and Appeals Register forms part of the Continuous Improvement Process for Intelligent Training Solutions.

1.0 Purpose

- 1.1 The purpose of this procedure is to define the system available to students for dealing with student complaints and appeals
- 1.2 The nature of the complaint or appeal is not limited within this policy and can include complaints against:
 - 1.2.1 Learning or assessment materials
 - 1.2.2 Decisions against a student's performance outcome
 - 1.2.3 Other student's behaviour
 - 1.2.4 Any ITS staff member.
 - 1.2.5 ITS facilities and equipment
 - 1.2.6 Other

2.0 Responsibility

- 2.1 The administration manager is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

- 3.1 Students who are concerned about the conduct of the RTO are encouraged to attempt to resolve their concerns using this procedure.
- 3.2 The procedure will be implemented at no cost to the student.
- 3.3 The procedure will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information
- 3.4 All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- 3.5 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- 3.6 Students will be provided with details of external authorities they may approach, if required
- 3.7 At any stage in the complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- 3.8 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 3.9 For complaints and appeals:
 - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
 - The student may be accompanied and assisted by a support person at any relevant meetings.
 - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.

- 3.10 A student's enrolment will normally be maintained whilst a complaint or appeal is in progress and the outcome has not been determined except in cases where the RTO is intending to cancel a student's enrolment
- 3.11 Intelligent Training Solutions will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by Intelligent Training Solutions.
- 3.12 If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the CEO) to the Continuous Improvement Group meeting so the matter can be recorded in the ITS complaints and appeals register and be used as part of the continuous improvement activities of the College.
- 3.13 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-
 - Contact a solicitor; or-
 - Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000 or telephone 9602 5000 for a referral to a solicitor.

4.0 Tools

- 4.1 Assessment Appeals/Complaints Record
- 4.2 Student Complaints Form
- 4.3 Complaints and Appeals Register
- 4.4 Student Appeal Form

5.0 **Definitions**

5.1 N/A

6.0 **Method**

Informal Complaint Process

- 6.1 Any student with an issue, question or complaint may raise the matter with any staff of Intelligent Training Solutions and attempt an informal resolution of the complaint.
- 6.2 Students with an issue, question or complaint can arrange a meeting to discuss the matter with one of the following College staff members who are responsible to try and resolve the issue, question or complaint with the student:
- Trainer
 - Training Manager
 - Administration Manager
- 6.3 If there is any matter arising from a student informal complaint that is a systemic issue which requires improvement action this will be reported by the staff member, in writing (via email to the Chief Executive Officer) to the Continuous Improvement Group meeting so the matter can be recorded in the complaints and appeals register and be used as part of the continuous improvement activities of the RTO.
- 6.4 The staff member (or any of those listed in 5.2) will try and resolve the complaint at the meeting or if required investigate the matter and then arrange another meeting with the student to discuss the outcome of investigation and offer a solution if appropriate.
- 6.5 Students who are not satisfied with the outcome of their discussion of the complaint are encouraged to register a formal complaint by:
- Obtaining a copy of the Student complaint form which can be requested from the Administration Manager;
 - Completing the Student complaint form;
 - Lodging the Student complaint form with the Administration Manager.
- 6.6 Students having difficulty completing the Student complaint form should ask a trainer, the Training Manager or the Administration Manager to assist them.
- 6.7 Once the Student complaint form is lodged with the Administration Manager it will be dealt with as described in the formal complaint process below.

Formal Complaint Process – preamble

- 6.8 The formal complaint process will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information.
- 6.9 A maximum time of 10 working days from the commencement of the formal complaint process will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- 6.10 Formal complaints must be lodged using the Student complaint form which can be requested from the Administration Manager.
- 6.11 Formal complaints must be recorded in the student's files

Formal Complaint Process - details

- 6.12 Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so at any time by:
- Obtaining a copy of the Student complaint form which can be requested from the Administration Manager;
 - Completing the Student complaint form;
 - Lodging the Student complaint form with the Administration Manager.

- 6.13 Once completed the complaint form is to be lodged with the Administration Manager who will arrange for the complaint to be entered on the College complaint register and meet with the student to discuss the complaint.
- 6.14 During the formal complaint process:
- Students will have an opportunity to formally present their case to the Administration Manager, in writing or in person at no cost to the student
 - Students may be accompanied and assisted by a support person at any meetings involving the complaint.
- 6.15 Complaints can only be dealt with by the Training Manager, the Administration Manager or the CEO. Whoever does hear the complaint must not be the subject of the complaint and cannot be involved in subsequent appeal hearing. In the event that the Training Manager, the Administration Manager and the CEO are not eligible to hear the complaint then the complaint must be directed to an external person at no cost to the student.
- 6.16 The external person to hear a student complaint on behalf of a student is to be engaged from the Institute of Arbitrators and Mediators Australia (IAMA) phone (03) 9602 1711.
- 6.17 The role of the Administration Manager is to:
- Assist the student register their formal complaint
 - Ensure the resolution phase commences within 5 working days of the written complaint being lodged
 - Provide the student, or the students representative, with an opportunity to present their complaint
 - Ensure they fully understand the students complaint
 - Work with the student to identify how the complaint can be resolved to the satisfaction of the student
 - Consult and negotiate with the all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution
 - Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document
 - Arrange for the proposed resolution to be signed off by the student.
 - Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
 - Ensure that the details of the complaint are recorded in the College Complaints Register and reported (via the Training Manager report) to the Continuous Improvement Group meetings for continuous improvement purposes.
 - Advise the student to take the complaint to appeal if a resolution cannot be agreed upon

Formal Complaint Process – finalisation

- 6.18 At the end of the resolution phase the Administration Manager will report the RTO's decision in writing to the student within 5 working days. The RTO's decision and reasons for the decision will be documented by the Administration Manager and placed in the students file. A copy of this document will be provided to the student.
- 6.19 Following the resolution phase the College will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint
- 6.20 If there is any matter arising from a student formal complaint that is a systemic issue which requires improvement action this will be reported, by the Administration Manager, in writing (via email to the Chief Executive Officer) to the Continuous Improvement Group so the matter can be recorded in the College Complaints Register and be used as part of the continuous improvement activities of the College.
- 6.21 Students who are not satisfied with the outcome of the formal complaint are encouraged to appeal against the College decision by:
- Obtaining a copy of the Student appeal form which can be obtained from the Administration Manager;
 - Completing the Student appeal form;

- Lodging the Student appeal form with the Administration Manager.
- 6.22 Once the Student appeal form is lodged with the Administration Manager it will be dealt with as described in the Internal Appeal Process below.