



THE CENTRE OF EXCELLENCE

Complaints and Appeals Procedure

Policy

The Centre of Excellence (CoE) endeavours to create a positive learning environment for students, one in which each student has the opportunity to achieve their personal best. Part of the maintenance of that positive environment is a fair and open complaints and appeals procedure made available to all students.

Overview

CoE has a duty of care in ensuring that students study in a happy environment, free of coercion, unfair treatment or harassment. CoE ensures that appropriate arrangements for the care of the students under the age of 18 are in place. Any circumstances caused by a fellow student or staff member, including, any abuse and/or bullying, or issue with the Organisation in general, which affect the wellbeing of any student, will be dealt with in a professional manner by the Organisation according to established procedures. CoE has put in place a policy and procedure to address such issues as part of its quality service for students.

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 these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Definitions

Complaint – dissatisfaction with a service offered or treatment received at CoE.

- the enrolment*¹, induction/orientation process;
- the quality of education provided;
- academic matters including student progress, assessment*², curriculum and awards in a VET course of study;
- handling of personal information and access to personal records; and
- the way someone has been treated.

Appeal – dissatisfaction with a decision made by CoE.

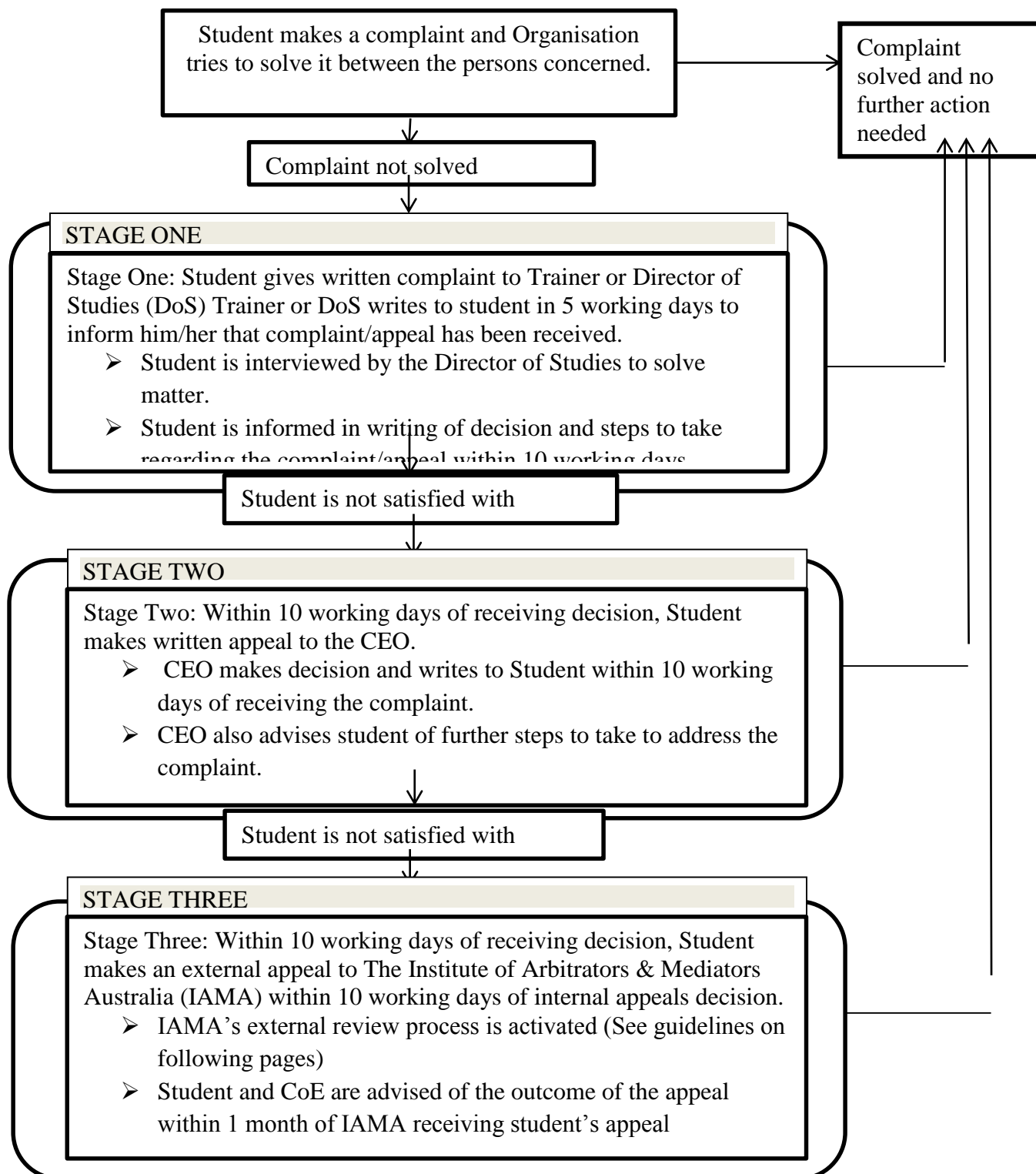
*** Please note:**

1. While CoE makes every endeavour to timetable classes that suit all students' needs, this is not always possible due to scheduling constraints.
2. Students should note that a complaint about being awarded what the student considers an unsatisfactory result will only be actioned if the complaint concerns the process of assessment, not the result.



THE CENTRE OF EXCELLENCE

Flow Diagram of the Complaints and Appeals Process



Please Note: You have the right to appoint an independent nominee to attend all discussions



THE CENTRE OF EXCELLENCE

Guidelines

The student's complaint or appeal will be dealt with promptly and the length of time involved may vary in accordance with the complexities of the case.

If the student is under 18 years of age, a copy of their complaint or appeal will be sent to their parent, legal custodian or suitable nominated relative or legal custodian and/or care giver provider as applicable.

Under normal circumstances the student can expect at least a provisional written response within 10 working days of presenting their complaint and appeal.

If resolution takes longer, the student and, where applicable, their parent, legal custodian or suitable nominated relative, legal custodian and/or care giver provider as applicable will be kept informed on the progress of the case.

The student will be provided with a written outcome on their case including reason(s) for the decision.

A copy of the outcome on the case would also be sent to the parent, legal custodian or suitable nominated relative or legal custodian and/or care giver provider as applicable.

The student must maintain their enrolment throughout the complaints and appeals process.

The internal complaints and appeals services available to the student are free of charge.

External Appeal

If the student is dissatisfied with the outcome of their complaint or appeal at the end of the internal process, they may wish to have the matter dealt with through an external dispute resolution process facilitated by The Institute of Arbitrators & Mediators Australia (IAMA).

Nomination Request Fee is \$220, with 50% paid by you (\$110) and 50% paid by CoE.

The student must lodge a request for mediation to IAMA via email and you will be required to complete the request form.

The form is available from IAMA and also reception and management.

Student Contact for IAMA:

student.appeals@IAMA.edu.au

Students should not phone or go into an IAMA office under any circumstance.

Once IAMA has received your appeals form, they will contact you and CoE to request all documentation.

IAMA will then send all your documents to an external reviewer.

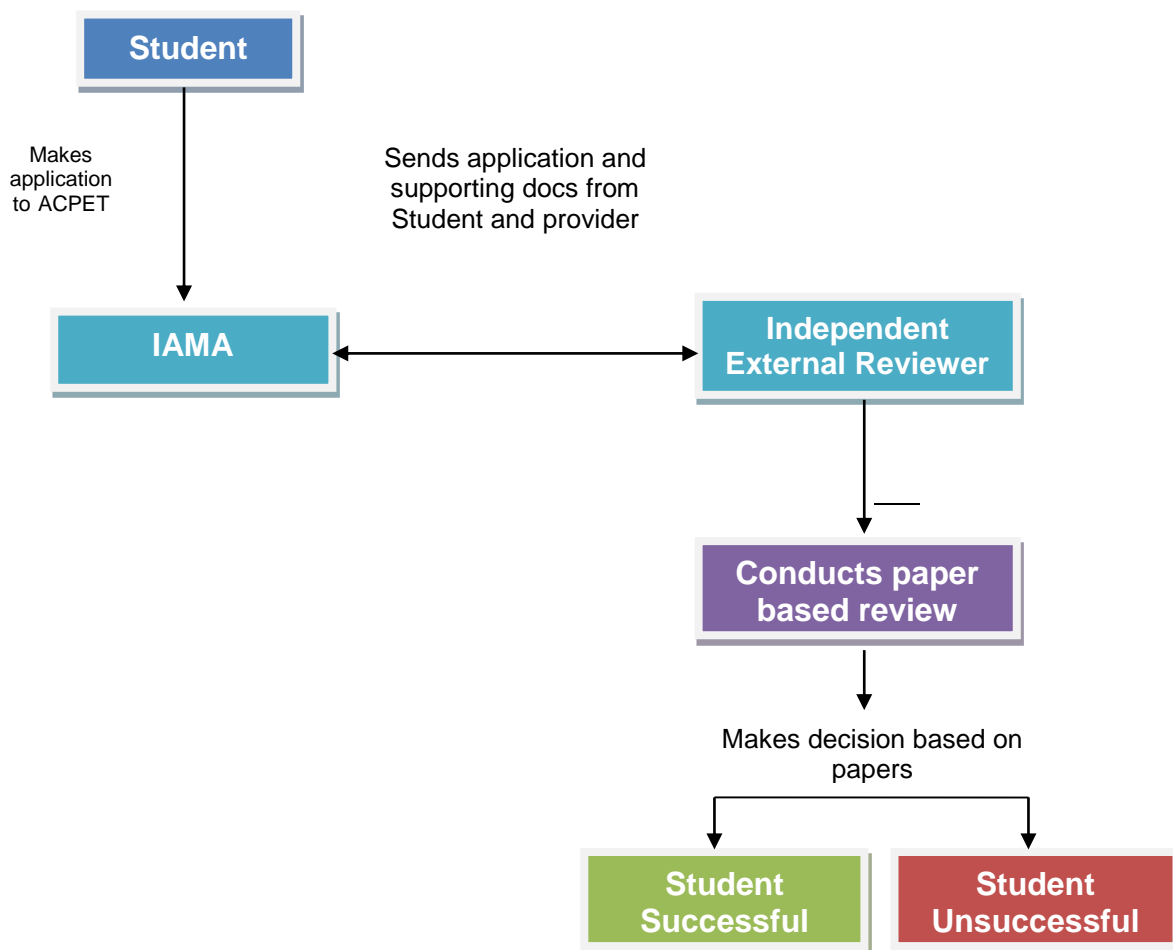
The external reviewer will make the decision based on the documentation and forward decision to IAMA.

IAMA will notify the student (and CoE) of the outcome of their appeal in writing within 1 month of receiving their form.



THE CENTRE OF EXCELLENCE

IAMA External Review Process- Post Trainee Application





THE CENTRE OF EXCELLENCE

Recording Student Complaints and Appeals

Complaints that the student does not wish to formalise in writing should be recorded in the SMF 10 Diary Note to be forwarded to the Director of Studies (where applicable).

Each complaint, appeal and its outcome is recorded on the Complaints and Appeals Register and copies of the SMF 15 Request/Complaint/Appeal Form or SMF 10 Diary Note Form, and the recorded outcome are placed in the student's file.

Actioning Student Complaints and Appeals

Where the complaints or appeals process results in a decision supporting the student complaint, CoE will within thirty days implement the required corrective/preventative action and advise the student of the outcome.

*For students under the age of 18 a copy of the outcome will be sent to their parent, legal custodian or suitable nominated relative or legal custodian and/ or care giver provider as applicable.

Record Keeping and Confidentiality

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records. Access to these records is based upon a written request to the Director of Studies. These records will be maintained in the student's file.

All records relating to complaints will be treated as confidential and will be covered by the Organisation's SMP 5 Student Privacy and Personal Information Policy.

Policy Locations

Server