

## Complaints and Appeals Procedure

<b>Document Name and Number:</b>	<b>Version and Date:</b>	<b>Responsible Person:</b>	<b>Purpose and Comments:</b>
Complaints and Appeals Procedure	Jan 2022/V1.0	Administration Manager and/or nominee	Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015, National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Education Services for Overseas Students Act 2000 (ESOS Act)

| Alliance College | RTO No 0137 | CRICOS Code 01774A |

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**Purpose**

The Complaints and Appeals Procedure identifies the processes for achieving the best outcome in resolving complaints/appeals at their source, or at the lowest level of management/intervention necessary, with emphasis on conciliation wherever possible.

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**Relevant Background**

The organisation has a responsibility to protect an individual who raises a grievance in good faith including victimisation or unfair treatment

Complaints are to be dealt with promptly and individuals will be kept informed on a regular basis. If the matter will **take more than sixty (60) calendar days to finalise** the individual must be notified of this possibility as soon as known.

While the informal resolution of a grievance is the preferred option, it may not always be successful or practical.

All students are given an opportunity to formally present his or her case at no cost. Overseas students may request accompany and assistance by a support person at any relevant meetings.

Where a complaint or an appeal cannot be resolved internally, the organisation will bring in an independent third party. For example, individuals or an appropriate organisation such as Commonwealth Ombudsman or ACCC.

External action can be accessed, if required, at any point by any party to a complaint or appeal process.

The organisation utilise the services of the Commonwealth Ombudsman to provide external appeal services for international students. Commonwealth Ombudsman is an external complaint handling body for South Australian education and training providers for disputes with international students. More information about the Commonwealth Ombudsman's role in assisting overseas students can be found on their website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>.

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**Procedures****When a complaint is made, the following occurs**

- The individual is asked to complete the **Complaints and Appeals Form** outlining the issue and advised they will receive formal acknowledgement of their complaint.
- The Administration Manager and/or nominee is advised of complaint and send acknowledgement in writing within seven (7) days of lodgement.
- The appropriate management commence assessment of the complaint or appeal within ten (10) working days of lodgement and will finalise the outcome as soon as practicable.

If this assessment takes some time, the complainant and appellant will be regularly updated, in writing, of the status on the complaint.

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- The outcome is decided by management and the outcome, reasons for the outcome and/or action are documented on the **Complaints and Appeals Form**.
  - The individual is informed of the decision and reasons for the decision in writing, and that they have a right of appeal.

**When an appeal is received, the following occurs**

- The individual is asked to complete the **Complaints and Appeals Form** outlining the reason(s) for their appealing the decision made and advised they will receive formal acknowledgement of their appeal.
- The Administration Manager and/or nominee is advised of appeal and send acknowledgement in writing within seven (7) days of lodgement.
- The appropriate management commence assessment of the appeal within ten (10) working days of lodgement and will finalise the outcome as soon as practicable. The complainant and appellants are regularly updated, in writing, of the status on the appeal.
- The outcome is decided by management and the outcome, reasons for the outcome and/or action are documented on the **Complaints and Appeals Form**.
- The individual is informed of the decision and reasons for the decision in writing. The individual is advised of the right of appeal to an outside body such as Commonwealth Ombudsman or the ACCC within 10 working days of concluding the internal review.
- External action can be accessed, if required, at any point by any party to the appeal. Commonwealth Ombudsman is an external complaint handling body for South Australian education and training providers for disputes with international students. More information about the Commonwealth Ombudsman's role in assisting overseas students can be found on their website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, the registered provider must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action.

**Record Maintenance**

The organisation will:

- Maintain all complaints/appeals documentation by scanning and storing this on the network drive of the organisations system, and a copy will be placed in the student and/or staff file.

**Risk Management**

The organisation will:

- Provide corrective action to eliminate or mitigate the likelihood of reoccurrence of all complaints/appeals after they have been investigated and causes identified.

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**Additional Information**

Nil

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