
Complaints and Appeals

Procedure

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November 2014	Initial release (V1.0)
September 2015	Reviewed and updated (V1.1)
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Procedure Title	Complaints and Appeals Policy
Procedure	<p data-bbox="523 324 922 356">Academic Misconduct Procedures</p> <p data-bbox="523 394 1390 680">Cambridge International College (CIC) is committed to effective management and resolution of concerns, complaints and appeals that arise from Academic or non-Academic issues. CIC will collect data about complaints and appeals; will record the complaint in the Complaints and Appeals register for action taken to address the root cause of complaints and appeals; including the follow up and outcome of the complaint/appeal. All outcomes will be updated and recorded in the Student Management System (TEAMS) under individual records.</p> <p data-bbox="523 719 895 750">Informal Complaints handling</p> <ol data-bbox="523 757 1390 1151" style="list-style-type: none"> 1. Students are encouraged to raise the matter informally with their trainer/assessor, Academic Coordinator, or Director of Studies – if of an academic nature and/or with /Campus Manager if campus/services related. The outcome of any informal complaint will not be kept on the student’s file unless requested to do so by the student. If the matter has been raised informally by way of email; then the email and any response thereto will be deleted unless otherwise requested by the student. 2. If the complaint cannot be resolved informally, then the student will be required to lodge a formal complaint using the Student Complaint Form. <p data-bbox="523 1193 879 1225">Formal Complaints handling</p> <ol data-bbox="523 1267 1390 1984" style="list-style-type: none"> 1. Students may raise any matters of concern relating to teaching and learning; assessment, the quality of teaching, student support, student facilities, discrimination, sexual harassment and other issues that may arise; by completing the Student Complaint Form. 2. The current Complaints and Appeals Policy and Procedures and Student Complaint Form are available on the CIC website or can be requested from Student Services at reception. 3. All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution. All staff will ensure they comply with the CIC Privacy and Personal Information policy. 4. Unless otherwise decided by the VET Education Director, the Director of Studies will handle all formal complaints. If the formal complaint is in respect of the Director of Studies; then the Complaints and Appeals Panel will handle that complaint. If the complaint is in respect to a Complaints and Appeals Panel member, then other members of the panel will handle the Complaints and Appeals Panel excluding the person involved. 5. All formal complaints should be lodged in writing (Student Complaint Form) by the student and the resolution process will commence within 10 working days of the lodging of the formal complaint.

6. The complaint will be resolved fairly and equitably and at the earliest possible time (no later than 20 working days). The student will be advised in writing explaining the reasons for an extension of the resolution time, should this be necessary.
7. CIC will ensure that students have a clear understanding of the steps involved in the procedure.
8. Where a complaint cannot be resolved through discussion and conciliation, CIC acknowledges the need for an appropriate external and independent agent to mediate between the parties.
9. Nothing in this procedure inhibits a student's rights to pursue other legal remedies. The availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. 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 the **Overseas Ombudsman**
 Email: ombudsman@ombudsman.gov.au Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time
 (Australian Eastern Daylight Time when daylight savings is in effect)
 Fax: 02 6276 0123 within Australia. Outside Australia: +61 2 6276 0123. Postal: GPO Box 442, Canberra, ACT, 2601
10. If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, the complaint will be reported to the Director, Quality Assurance and/or VET Education Director (depending on the nature of the complaint) as part of the continuous improvement process.
11. The outcome of the complaint will be provided in writing within 5 days to the student after a decision has been reached and documented in the Complaints and Appeals register. The complaint handler must send all forms and evidence to the Director of Studies within 2 working days after complaint resolution. The Director of Studies will maintain a register for all complaints and appeals.

Appeals

1. Appeals may arise from a number of sources including appeals against assessment, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by CIC. The Complaints and Appeals Panel will manage all appeals.
2. CIC will attempt to resolve the appeal informally and, if this cannot be achieved, the formal appeals process will commence.
3. A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
4. A student initiates the appeals process, both informal and formal, by

	<p>completing the Student Appeals Form. This form is available on the website or on request from Student Services at reception.</p> <ol style="list-style-type: none"> 5. The resolution phase must commence within 5 working days of the appeal being lodged in writing. 6. A maximum time of 45 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time. 7. Where the RTO considers more than 45calendar days are required to process and finalise the complaint or appeal, the RTO: informs the complaint or appellant in writing, including reasons why more than 45 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter. 8. The outcome of the formal internal appeal and resolution will be recorded in writing and signed and dated by the Appeals Panel chair and placed in the student's file and recorded in the Complaints and Appeals Register. The student will be provided with a copy of the signed written outcome of his appeal via email. 9. The Director of Studies ensures that the outcome of the appeal will be conveyed to the student through written communication within 5 working days from the date of resolution. A copy of the decision will be retained in the student's file on the Student Management System (TEAMS). 10. If the student is not satisfied with the outcome of the formal internal appeal; the student may request CIC to assist the student in an appeal with an external mediator. 11. Nothing in this procedure inhibits students' rights to pursue other legal remedies. The availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. 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; <ul style="list-style-type: none"> • Contact the Overseas Ombudsman Email: ombudsman@ombudsman.gov.au Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect) Fax: 02 6276 0123 within Australia. Outside Australia: +61 2 6276 0123. Postal: GPO Box 442 Canberra ACT 2601 There are no further avenues within CIC for appeals after an internal formal appeal phase has been completed
<p>Related Policy and Procedures</p>	<p>Privacy and Personal Information Policy and Procedure Continuous improvement Policy and Procedure Quality Assurance framework</p>

Related Forms	<p>Student Complaints Form College Complaints Form Student Appeals Form College Appeals Form Special Consideration Form</p>
Policy Owner and Delegated Authority	<p>Director of Studies – Melbourne, Perth Academic Coordinator – Melbourne, Perth Campus Manager</p>
Approved by	<p>CEO</p>
Approved Date	<p>November 2014</p>