
Complaints & Appeals policy from the AH&B College Student Handbook

Complaints and Appeals

AH&B College complaints and appeals policy and procedure

AH&B College is committed to providing students, staff and stakeholders the best possible environment in which to study or work. The College understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

In such instances, AH&B College invites feedback from the dissatisfied party so that a resolution can be found and as an opportunity to consolidate the feedback into a review to improve AH&B College's policies and procedures.

- AH&B College will address any and all complaints in a fair, constructive and timely manner.
- The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves.
- Complainants have the right to appeal a decision.
- This policy and associated procedure supports AH&B College to provide a process for complaints and appeals to be heard and actioned.
- All complaints and appeals received by AH&B College will be viewed as an opportunity for improvement.

AH&B College complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

AH&B College notifies students and staff in the Policies and Procedures Manual and the Student Handbook of its policies and procedures regarding complaints and appeals. This complaints and appeals process also forms an integral part of induction (student and staff). Please note that the external complaints and appeals entity is a different body depending on whether you are a local or international student

Receipt of complaint or appeal

AH&B College will acknowledge receipt of all complaints or appeals. This will be with email or letter or sign-off (and photo-copied for the student to keep as a record) in the case of written submissions of complaints or appeals.

Types of Complaints or Appeals

A complaint or appeal may include, but is not limited to;

Complaints

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Course delivery
- Marketing and promotional activity

- Personal safety
- Customer service and administration
- Issue of results, certificates, statement of attainment
- Learning resources
- Fees and charges
- Equity and access, discrimination, harassment and bullying
- Complaints from Third Parties including but not limited to Education and Migration Agents

Appeals

- Assessment process and decision
- Student progress and academic progress decisions

Procedure: Actions and Responsibility

In keeping with AH&B College’s mission to deliver superior service in education, AH&B College aims to provide satisfaction in every aspect of its day-to-day practices and activities. AH&B College acknowledges that occasionally complaints may arise that require a formal resolution. The following procedures provide information on how to have a complaint or appeal resolved and a resolution reached by all parties.

Complaints:	
Action	Responsibility
<p>AH&B College may receive complaints from students, staff or stakeholders and members of the public through a variety of means e.g.: verbally, written documentation, electronically (email).</p> <p>Once a complaint is received, AH&B College Personnel will seek to identify the issue and to resolve the concern immediately so as to avoid any further disruption, or escalate the issue to a formal complaint. The College encourages both staff and complainants to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means.</p> <p>Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student’s issue. Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.</p>	<p>AH&B College Personnel Complainant</p>
<p>Any student, potential student, or third party may submit a formal complaint to AH&B College with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process. (External appeals may involve minimal costs)</p> <p>When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to complete a Complaints and Appeals Form (letter or email is accepted in the format below), stating their case and providing as much</p>	<p>AH&B College Personnel Study Coordinator Unit Coordinator Principal Complainant</p>

<p>detail as possible, and submit this to the Study Coordinator or Principal either by email or post.</p> <p>Complaints are to include the following information:</p> <ul style="list-style-type: none"> • Submission date of complaint • Name of complainant • Nature of complaint • Date of the event which lead to the complaint • Attachments (if applicable) <p>The Complaints Form is available from administration or can be sent to the complainant on request.</p>	
<p>Once the Complaints Form is received the details are recorded on the Complaints and Appeals Register (on X: Drive) which is reviewed and maintained by the Study Coordinator and Principal.</p> <p>Information recorded in the Complaints and Appeals folder includes;</p> <ul style="list-style-type: none"> • A specific complaint Date/Name or Student Number • Submission date of the complaint • Name of the complainant • Description of the complaint • Determined resolution (outcome) • Date of outcome • Copy of response and finalisation of complaint • 	<p>AH&B College Personnel Study Coordinator Unit Coordinator Principal Complainant</p>
<p>Complainant's have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by AH&B College.</p>	
<p>The Study Coordinator will investigate the complaint(s) recorded in the Complaints folder and identify a satisfactory resolution to the issue. The proposed resolution will be communicated to the complainant within 10 working days and agreement to the proposed resolution sought. Upon receipt of the agreement, the Study Coordinator will;</p> <ul style="list-style-type: none"> - Provide the complainant with written confirmation of the resolution - Record the action(s) taken to resolve the complaint on in the Complaints file - Where applicable, communicate the outcome of the complaint resolution to the relevant staff member - If applicable, document the need for amendment to AH&B College policy and/or procedure documentation in the Continuous Improvement file and implement the necessary improvement (both the Complaints and Appeals file and the Continuous Improvement report are reviewed regularly by the College staff at the EDS meetings) 	<p>AH&B College Personnel Study Coordinator Unit Coordinator Principal</p>

<p>Within the notification of the outcome of the formal complaint the Complainant shall also be notified that they have the right of appeal. To appeal a decision AH&B College must receive, in writing, grounds of the appeal. Complainants are referred to the Appeals Procedure. The Study Coordinator will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the Complainant, AH&B College will act immediately to implement any decision and/or corrective and preventative action that is required, and advise the Complainant of the outcome.</p>	
<p>Any documentation including written notes of the progress of a complaint, outcomes, actions and resolution, will be kept by the College and filed in the student's/staff's/general register, folder. Any complaint received that is not from a member of staff or student, will be stored in the dedicated Complaints and Appeals folder maintained by AH&B College personnel.</p>	<p>AH&B College Personnel</p>
<p>No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaint and resolution process. A student's progress through a study program will not be disrupted whilst a Complainant's complaint is being heard unless the nature of the issue itself means further progress is not possible. Complainants will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process. Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation or support person) if they wish but they must inform the College prior to any discussions of the representation</p>	<p>AH&B College Personnel Complainant</p>
<p><u>External Complaints</u> If not satisfied with the decision in either the formal complaints or appeals procedures the appellant may request that the matter be further reviewed by an external dispute resolution process by a body chosen by the appellant (e.g. International or Local student) The details of these external body are as follows: Department of Fair Trading Head office NSW Fair Trading 60 Station Street Parramatta NSW 2150 http://www.fairtrading.nsw.gov.au/ Postal address: NSW Fair Trading PO Box 972 Parramatta 2124 Tel: 9895 0111 Fax: 9895 0222</p>	<p>Complainant</p>

<p>International Student Ombudsman Email: ombudsman@ombudsman.gov.au http://www.ombudsman.gov.au/about/overseas-students/international-students Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Enquiries: 9:00am to 5:00pm Monday to Friday Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123. Postal: GPO Box 442 Canberra ACT 2601.</p>	
<p>If a complainant/appellant (Candidate or third party) is still dissatisfied with the decision of AH&B College, they may wish to seek legal advice or place a complaint about AH&B College to ASQA (Australian Skills Quality Authority) directly. (Please be aware that ASQA does not act in a mediation capacity. ASQA’s role is not to act as a student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers). If, after AH&B College internal complaints and appeals processes have been completed, the complainant still believes AH&B College is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the online complaint form: https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider Except in exceptional circumstances, complaints must attach evidence to the complaint form showing:</p> <ul style="list-style-type: none"> - That they have followed AH&B College’s formal complaints procedure; - and AH&B College’s response. - 	<p>Complainant</p>
<p>ASQAs processes require the complainant/appellant to identify themselves to ASQA as “the” complainant, although a complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes. Australian Skills Quality Authority Tel: 1300 701 801 www.asqa.gov.au</p>	<p>Complainant</p>
<p>No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaint and resolution process. A student’s progress through a study program will not be disrupted whilst a Complainant’s complaint is being heard unless the nature of the issue itself means further progress is not possible. Complainants will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process. Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation or</p>	<p>AH&B College Personnel Study Coordinator Unit Coordinator Principal</p>

<p>support person) if they wish but they must inform the College prior to any discussions of the representation. AH&B College will happily abide by any decision made by the external body.</p>	
<p>Where the AH&B College considers more than 60 calendar days are required to process and finalise the complaint, the College: will inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter via email.</p>	<p>AH&B College Personnel</p>
<p>An annual review of the complaints resolution process will be conducted as part of the AH&B College validation schedule</p>	<p>AH&B College Personnel Study Coordinator Unit Coordinators Educators Principal</p>
<p>Appeals</p>	
<p>Action</p>	<p>Responsibility</p>
<p>Candidates are entitled to formally appeal the outcome of the assessment decision by completing the Appeals Form or submitting an appeal via email or letter, stating their case and providing as much detail as possible, and submit this to the Study Coordinator or Principal either by email or post. Candidates are to include the following information:</p> <ul style="list-style-type: none"> - Submission date of appeal - Name of appeal; - Nature of appeal; - Supporting documentation regarding their assessment outcome - Attachments (if applicable) - The Appeals Form is available from administration or the assessor or can be sent to the complainant on request - 	<p>AH&B College Personnel Study Coordinator Unit Coordinator Principal Appellant</p>
<p>Once the Appeals Form/document is received the details are recorded/fixed/attached to the assessment cover sheet which is reviewed and scanned and filed (electronically/manually) on Wisenet and in the student personal file. Information recorded includes;</p> <ul style="list-style-type: none"> - The Student number - Submission date of the appeal - Name of the appeal (e.g. assessment subject) - Description of the appeal - Determined resolution (outcome) - Date of outcome - 	<p>AH&B College Personnel Study Coordinator Unit Coordinator Principal Appellant</p>
<p>The Study Coordinator shall seek details from the Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another Assessor appointed by AH&B College.</p>	<p>AH&B College Personnel Study Coordinator Unit Coordinator Principal Appellant</p>

<p>The appeal will be adjudicated by one, some or all of the below</p> <ul style="list-style-type: none"> - A panel of qualified trainers/assessors - The Study Coordinator - The Principal - A qualified trainer/assessor external to AH&B College - A representative of an industry body (service skills council etc.) 	
<p>The appellant shall be notified in writing of the outcome with reasons for the decision, and the file/journal updated. The appellant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Candidate is required to notify the College if they wish to proceed with the external appeals process</p>	<p>AH&B College Personnel Study Coordinator Unit Coordinator Principal Appellant</p>
<p><u>External Appeals</u> If not satisfied with the decision in either the formal complaints or appeals procedures the appellant may request that the matter be further reviewed by an external dispute resolution process by a body chosen by the appellant (e.g. International or Local student) The details of these external body are as follows:</p> <p>Department of Fair Trading Head office NSW Fair Trading 60 Station Street Parramatta NSW 2150 http://www.fairtrading.nsw.gov.au/ Postal address: NSW Fair Trading PO Box 972 Parramatta 2124 Tel: 9895 0111 Fax: 9895 0222</p> <p>International Student Ombudsman Email: ombudsman@ombudsman.gov.au http://www.ombudsman.gov.au/about/overseas-students/international-students Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Enquiries: 9:00am to 5:00pm Monday to Friday Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123. Postal: GPO Box 442 Canberra ACT 2601</p>	<p>Appellant</p>
<p>If a complainant/appellant (Candidate or third party) is still dissatisfied with the decision of AH&B College, they may wish to seek legal advice or place a complaint about AH&B College to ASQA directly. (Please be aware that ASQA does not act in a mediation capacity). If, after AH&B College internal complaints and appeals processes have been completed, the complainant still believes AH&B College is breaching or has breached its legal requirements, they can</p>	<p>Appellant</p>

<p>submit a complaint to ASQA by completing the online complaint form: https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider</p> <p>Except in exceptional circumstances, complaints must attach evidence to the complaint form showing:</p> <ul style="list-style-type: none">- That they have followed AH&B College formal complaints procedure;- and AH&B Colleges response.-	
<p>ASQAs processes require the complainant/appellant to identify themselves to ASQA as “the” complainant, although a complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes.</p> <p>Australian Skills Quality Authority Tel: 1300 701 801 www.asqa.gov.au</p>	<p>Appellant</p>