

COMPLAINTS & APPEALS

Area	Administration		Classification	Student Support services	
Last Updated	Jun 2011	Version	2010-02	Co-ordinating Responsibility	CEO/DOS Course Manager International Student Liaison Officer
Next Review	Dec 2011	Approved by	Janet Lawrence CEO/DOS	Distribution	Website Student prospectus Induction Manual Policies and Procedures Manual

PURPOSE

The purpose of this policy is to ensure that students of ALACC get a fair internal and external complaint and appeals process and to document such instances if and when they occur in a timely manner.

COMPLAINTS - REQUIREMENTS

1	Students may raise any matters of concern relating to the training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
2	Students are encouraged to resolve their concerns and complaints using this procedure
3	The current complaints and appeals process must be available on Student's notice board. A hard copy is available upon request from the International Student Liaison Officer
4	All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution
5	All formal complaints will be handled by the CEO / Director of Studies.
6	ALACC will ensure that students have a clear understanding of the steps involved in the procedure
7	Students will be provided with details of external authorities they may approach, if required
8	At any stage in the complaints process students are entitled to have their own nominee included in the resolution process
9	All complaints will be managed fairly and equitably and as efficiently as possible.
10	Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties
11	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 the Law Institute of Victoria, 470 Bourke St Melbourne 3000, and telephone 9602 5000 for a referral to a solicitor.
12	If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, this will be reported to ALACC's Staff meeting as part of the continuous improvement process.

Step PROCEDURE – INFORMAL COMPLAINT

1	Any student with a question or complaint may raise the matter with staff of ALACC and seek an informal resolution of the question or complaint. International Student Liaison Officer is the preferred first point of contact with students.
2	Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the staff member involved determines that the issue question or complaint was relevant to the wider operation of ALACC or if the student requests that the matter be documented and placed on his or her student file.
3	If a student uses email to ask questions, and the answer is provided using the same system, the email will be retained on the student file, unless the student advises that he or she wishes the data to be deleted.
4	Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Step PROCEDURE – FORMAL COMPLAINT

5	Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaint form. The International Student Liaison Officer will contact the student and arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.
6	Complaints and Appeals Form is available at the student notice board and at the reception. Alternatively, please contact the admin staff to get one copy.
7	All complaints shall be recorded in the Complaints Folder
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8	At the stage of the complaint meeting the complaint must be recorded in writing and signed and dated by the complainant and the CEO / Director of Studies. The complaint is recorded in writing by completing the Complaints and Appeals Form prior to the meeting or a new document can be prepared and signed during the meeting.
9	The student may be accompanied and assisted by a support person at any relevant meetings.
10	The CEO / Director of Studies will then attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing.
11	A maximum time of 20 working days from the date the complaint was lodged will be allowed for the resolution unless the student agrees in writing to extend this time. This period is called the resolution phase.
12	At the end of the resolution phase the CEO / Director of Studies will report, in writing, ALACC's decision to the student. ALACC's decision and reasons for the decision will be documented and placed in the student's file.
13	Following the resolution phase ALACC must implement the decision as conveyed to the student.

14	If a student is dissatisfied with the outcome of the formal complaint process; then the student may institute the appeals process by completing the Complaints and Appeals form again.
15	Any complaints that are lodged as a result of, or relate to criminal activities are outside of this process, shall be referred to the appropriate authorities, or legal representatives for their attention.

APPEALS - REQUIREMENTS

1	Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of appeals is that it is a request by a student to reconsider a decision made by the institute. All appeals will be managed by the CEO / Director of Studies
2	An appeal from the determination of a complaint must be initiated within 7 working days of the receipt of the determination.
3	Students wishing to lodge an appeal against the Institute's decision to report the student to DIAC, via PRISMS, or to suspend and/or cancel a student enrolment, must do so within 20 working days, plus three days for postage, of being notified of the decision to report, or being advised of the intention to suspend and/or cancel
4	ALACC will attempt to resolve the appeal informally and, if this cannot be achieved, the formal appeal process will commence.
5	A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
6	The appeals process, both informal and formal, is initiated by a student completing the Complaints and Appeals Form.
7	The resolution phase must commence within 10 working days of the appeals being lodged in writing.
8	A maximum time of 20 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.
9	The formal appeal process will be conducted at no cost to the student.
10	Students appealing an assessment, including Recognition of Prior Learning outcome, will be given the opportunity for reassessment by a different assessor / trainer selected by ALACC. Costs of reassessment will be met by ALACC. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of ALACC pursuant to Step 14. The reassessment shall be regarded as the completion of the internal formal appeal.
11	For all internal formal appeal <ul style="list-style-type: none"> • The student will have opportunity to present his or her case in person, or, if the student elects, in writing. • A student may be accompanied and assisted by a support person at any relevant meetings • The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and ALACC and placed in the student file. The student will be provided with a copy of the signed written document.
12	If the student appeal is successful, ALACC must implement the decision as conveyed to the student.
13	If the student is not satisfied with the outcome of the formal internal appeal; the student may request ALACC to assist the student in an appeal to an external mediator. The external independent mediator is the Australian Council of Private Education and Training (ACPET; 03 9416 1355). ALACC will ensure that there is either no cost to the student if the student elects

	to appeal to the external mediator. For further details on ACPET refer to http://acpet.edu.au/students/student-support/appeals#after
14	ALACC will ensure, if requested by the student, that the appeal is lodged within 3 working days after the request from the student.
15	There are no further avenues within ALACC for appeals after an internal formal process appeal phase has been completed, if the appeal remains unresolved.
16	The student can contact DEEWR through the ESOS mailbox esosmailbox@deewr.gov.au or through the ESOS helpline (02) 6240 5069 at any point, including after he or she has exhausted the provider's internal appeals process and the external appeals process.
17	If an appeal is against ALACC's decision to report the student for unsatisfactory course progress or unsatisfactory attendance, ALACC maintains the student's enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported the ALACC's decision to report.
18	If an appeal is against ALACC's decision to defer or suspend a student's enrolment due to mis-behaviour or to cancel a student's enrolment ALACC only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DEEWR through PRISMS of the change to the student's enrolment.

NOTE: ALACC's complaints and appeals policy does not inhibit student's rights to pursue other legal remedies at any point during or after the implementation of procedure.

