

# Complaints and Appeals Policy – OPOL009

## Purpose

The Complaints and Appeals Policy was formulated taking cognisance the College's values and its mission statement. The College is committed to maintaining a fair environment that supports and encourages learners to voice their concerns.

Shafston 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, the 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 and improvement of the College's policies and procedures. Staff are also invited to contribute ideas and feedback to assist in shaping and reviewing this policy, through communicating with their supervisor. Shafston will address any and all complaints and appeals of assessment decisions in a fair, constructive and timely manner.

This policy and procedure ensure compliance with Standard 6 of the Standards, as well as compliance with the of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 10.

## Overview

The complaints and appeals policy provides guidelines to all Students of Shafston regarding instances of dissatisfaction within our organisation. The complaints and appeals policy should be observed and adhered to in instances of dissatisfaction. It has been developed to cover decisions made for or on behalf of the RTO and complaints about:

- The RTO
- RTO Staff
- Students
- Third Parties
- Assessments



A complaint or appeal may refer to, but is not limited to:

### **Complaints**

Course advice and enrolment  
Suspension and/or cancellation of enrolment  
Program 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  
Marking and Assessment  
Assessment process and decision  
Enrolment Application decision  
Learner progress and academic progress decisions  
Suspension  
Termination of enrolment

### **Appeals**

Course advice and enrolment  
Suspension and/or cancellation of enrolment  
Program 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  
Marking and Assessment  
Assessment process and decision  
Enrolment Application decision  
Learner progress and academic progress decisions  
Suspension  
Termination of enrolment



This Complaints and Appeals Policy ensures Shafston adopts the principles of natural justice and procedural fairness in its operations by:

- Informing those involved of the allegations
- Providing those involved an opportunity to present their side of the matter
- Operating in a fair and unbiased way

This policy is publicly available on our website [www.business.shafston.edu](http://www.business.shafston.edu)

Any employee found not adhering to this policy may face disciplinary action. The complaints and appeals policy promote fairness and equality. The complaints and appeals policy reflects Shafston's professionalism and commitment to promoting a positive and fair learning/working environment. It's important that staff (when required) implement procedures and practices in accordance with this policy in an efficient and appropriate manner. Once a formal written complaint, e.g., Complaints and Appeals Lodgement Form, is received the details are recorded on the Complaints and Appeals Register which is reviewed and maintained by the Compliance Manger. Information recorded on the Complaints and Appeals Register includes:

- A specific complaint number
- Submission date of the complaint
- Name of the complainant or appellant
- Description of the complaint or appeal
- Determined resolution (outcome)
- Date of outcome

## Resolving Grievances

Students or potential students are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the complainant should talk honestly to the teacher or trainer about his/her concerns. If the student or potential student has attempted to resolve the issue directly but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with any of the following, depending on the nature of the complaint, i.e., academic or non-academic: (a) Student Services Officer; or (b) relevant Academic Manager. He/she may be accompanied or assisted by a support person during this process.



## Informal Complaints

If a student has a complaint or request for appeal, they are encouraged to speak immediately with a College representative or the Student Services Manager to resolve the issue. Shafston is committed to collaboration and working with the student for a mutually suitable resolution. If the learner is not satisfied that the issue has been resolved, they are then able to progress to the Formal Complaints and Appeals Process, outlined below.

## Formal Complaints

Formal complaints and appeals shall follow the below process:

1. Complaints or appeals are to be made in writing within 7 calendar days of the incident using the Complaints and Appeals Lodgement Form which can be requested at any time.
2. A submitted Complaint and Appeal Lodgement Form will constitute a formal complaint or appeal from the learner. Further details of the complaint or appeal can be provided by the student verbally.
3. All complaints and appeals can be lodge via email: [feedback@shafston.edu](mailto:feedback@shafston.edu)
4. All complaints and appeals will be acknowledged in writing within 1 working day.
5. The Resolutions Officer may delegate responsibility for the resolution of the complaint or appeal.
6. In the case of a complaint or appeal, the Resolutions Officer will initiate a transparent, participative investigation to identify the issues.
7. Complaints or appeals, where possible, are to be resolved within 21 calendar days of the initial application.
8. Where more than 60 calendar days have been required to process a complaint or appeal:
  - o The complainant or appellant is advised in writing of the reasons for the delay
  - o The complainant or appellant is regularly updated in writing.



9. In all cases the final conclusion will be assessed by Resolutions Officer.
10. The learner will be advised in writing of the outcome of their complaint or appeal, within 7 days of resolution.
11. If the outcome is not to the satisfaction of the Learner:
  - They may seek an appointment with the Principal of the College
  - The College will provide for review of complaints and appeals by an independent party
  - They may appeal to an outside authority.

## Version History

Date	Summary of Modifications Made	Version
10/05/2022	Start of version control	2.0
22/02/2023	Rewrite to bring into line with new process	3.0