

Complaints and Appeals Policy



Purpose

The policy provides a platform upon which decisions can be made, by responsible staff engaging with potential and current students complaints and/or appeals are addressed efficiently and effectively and will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and/or appeal process by applying the procedures outlined in this policy. I.G Institute ensure students study in a friendly environment, free from any forms of coercion, unfair treatment, victimisation, harassment or bullying. All complaints and/or appeals will be handled professionally and confidentially with the aim of achieving a satisfactory resolution within the shortest timeframe possible. Detailed information of which contained in relevant course information on our college website or direct with RTO. Committed to a fair and transparent application of complaints and/or an appeal, including the processing of a professional and confidential meeting with Academic Manager and Principal Executive Officer. Academic Manager and Principal Executive Officer has the responsibility for ensuring that all policies and procedures are made available for use by the staff and where appropriate, the students either by reference in hard copy or via our website.

I.G Institute all designated staff are responsible for responding to complaints and/or an appeal in an appropriate manner. They also have the responsibility for ensuring that the staff and students involved in the complaint and/or appeal resolution processes understand their rights and responsibilities in relation to this policy. Nothing in this complaints and appeals policy limits the rights of student to take action under Australia's Consumer Protection laws. Also, the I.G Institute's dispute resolution procedures do not circumscribe student's rights to pursue other legal remedies.

The policy also enables compliance against Standard 6 are recorded, acknowledged and dealt with fairly, efficiently and effectively of complaints and appeals under Standards for Registered Training Organisations (RTOs) 2015, specifically Clause 6.1 (a), (c), 6.2, 6.3 (a), (b), (c), (d), (e), 6.5 (a), (b), requirements. The RTO implement a transparent complaints and appeals policy that enables learners and clients to be informed of and to understand their rights and the RTO's responsibilities under the Standards.

Policy

1. Will ensure that its complaints and appeals policy is publicly available by implement it in I.G Institute student handbook and making it available on our website.
2. I.G Institute is committed to ensuring that all student enrolled are provided the best possible environment in which to study.
3. I.G Institute ensures to allow all students, who has a complaint and/or appeal has the right to raise the complaint and/or appeal.
4. I.G Institute requires when a complaint and/or appeal is raised by a student and/or staff they are to seek relevant person and to attempt to resolve the issue.
 - 4.1. Where the complaint and/or appeal cannot be resolved through discussion and conciliation, I.G Institute acknowledges the need for an appropriate external and independent mediator between parties.
 - 4.2. The parties will be given the opportunity to formally present their case to the independent mediator.
5. I.G Institute ensure every effort will be made to resolve it in accordance with this policy without prejudice and/or fear of reprisal or victimisation.
6. Will ensure that all complaints and/or appeals will be managed fairly, equitably and efficiently as possible.
7. Will ensure that the rights and privacy of all involved are of highest priority, and to facilitate the return to a comfortable environment.
8. Will ensure to encourage all parties involved to approach the complaint and/or appeal with an open mind and to resolve the issue(s) through discussion and conciliation.
9. I.G Institute ensure to manage all complaints and/or appeals request are to be acknowledge in writing via email within 7 business days of receipt.
10. I.G Institute ensure that an outcome will be determined to advised the complainant/appellant in writing via email of decision within 14 business days of receipt.
11. I.G Institute ensures where complainant/appellant is not satisfied with the outcome provided to them, they may lodge an appeal within 10 days of notification decision receipt.
12. Where a complaint or appeal it is apparent that a resolution will take more than 30 days to facilitate and resolve I.G Institute shall keep the complainant/appellant advised in writing of progress and any reasons for such a delay.
13. I.G Institute requires all student that like to make an appeal against an assessment outcome, they must do so within 10 days of being notified of the initial decision.
14. Will ensure the appeal to be investigate and determined by the Principal Executive Officer and at least one other independent and impartial person with relevant RTO training expertise appropriate to the nature of the issue.
15. Will ensure that Principal Executive Officer conducts a necessary consultation with appellant and other relevant persons, make a determination and advise the appellant in writing via email within 21 business days of the appeal outcome.

16. Will ensure to give student an opportunity if the appellant is not satisfied with the outcome, they may contact the commonwealth government's National Training Complaints Hotline on 13 38 73 or submit a complaint via the National Training Complaints Hotline Complaint Template available from <https://www.employment.gov.au/national-training-complaints-hotline>

Policy History

Current Version	Current Version Release Date	Author	Description of Changes
POL V1.0CA	July 2020	Sofia Somboulidis	Created