



Complaints and Appeals Policy and Procedure

This policy will be given to students before a contract is entered into or before an amount of money has been paid whichever happens first.

Written records of all complaints including the outcomes and appeals will be kept in detail on student files and provided to the student.

Enhance College will in the first instance always endeavour to resolve complaints/disputes informally. Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

Enhance College is committed to dealing with complaints/disputes in a fair and timely manner.

- Where possible the complaint will be dealt with immediately by the Student Support Officer or staff member.
- Each Complainant or Appellant is given the opportunity to formally represent his or her case as minimal or no cost to him or herself.
- The formal complaints process will **commence within 10 working days** of the College's receipt of a written complaint or appeal and supporting information.
- Enhance College will take all reasonable steps to finalise the process within 21 days from commencement or as soon as practicable. A written response, advising of the outcome will be provided.
- Enhance College will respond to any complaint or appeal an overseas student makes regarding their dealing with the College, the college's agents or any related party the College has arrangements with to deliver a course or related services.
- A complaint can be forwarded directly to the Student Support Officer.
- If a student chooses to access Enhance College's complaints and appeals processes, Enhance College must maintain the student's enrolment while the complaints and appeals process is ongoing.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, Enhance College must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.
- If the student is not satisfied with the result or conduct of the College's internal complaints handling and appeals process, Enhance College will assist the student to access independent mediation at minimal or no cost to resolve the dispute.
- Nothing in the College's Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.
- If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the college must advise the student of his or her right to access the external appeals process within 10 working days of decision being made and must advise the student the contact details of the appropriate external complaints and appeals body.
- The college is not required to continue to offer learning opportunities throughout the complaints or appeals process. The college can decide whether it will continue to offer learning opportunities throughout any appeals process. The college may decide to exclude a student from attending classes but continue to provide work to complete outside of the classroom environment. The college acknowledges that to deny students learning opportunities

throughout the appeals process may disadvantage the student should the appeals process find in their favour.

- Students can contact the Overseas Student Ombudsman directly.
- Any substantiated complaint will be acted upon. All complaints and appeals will be recorded in detail including the outcome of each stage.
- Enhance College will not report a student for unsatisfactory progress or attendance until the student has been allowed to access our internal and ONE external complaints and appeals process.
- Enhance College will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.
- For appeals on the college's decision to defer, suspend or cancel a student's enrolment, the college only needs to wait until the internal complaints/appeals process is completed (if in favour of the college) to notify DET/DHA via PRISMS.

Academic Complaints / Appeals

- Complaints/appeals against academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.
- Assessment will be reviewed having due regard to submissions made by the participant.
- An independent facilitator/trainer will be assigned to assess the complaint.

Suspension and cancellation of enrolment

- Where the appeal relates to the college's decision to defer/suspend or cancel a student's enrolment for misbehaviour /breach of college rules, the college will only await the outcome of the internal appeals process if it supports the college before notifying DET and DHA through PRISMS of the change to the student's enrolment.
- If the outcome of the internal or external appeals process results in a decision favouring the student the college will immediately implement any corrective action, decision or measures required and advise the student of the outcome.

External Complaints and Appeals

The college will only await the outcome of one external appeals process before reporting/taking action against the student for course progress or attendance.

Where the appeal relates to the college's decision to defer/suspend or cancel a student's enrolment for misbehaviour /breach of college rules, the college will only await the outcome of the internal appeals process if it supports the college before notifying DET and DHA through PRISMS of the change to the student's enrolment.

Independent mediation is available through the Queensland Government.

<http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/mediation/> Phone 13 74 68

Brisbane QGSC

33 Charlotte Street
BRISBANE QLD 4000

For details of centres located around Queensland -

<http://www.qld.gov.au/about/contact-government/contacts/government-service-offices/?&start=11>.

If mediation is sought, the mediator is required to report the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the college receives the report of the outcomes from independent mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the grievance.

OVERSEAS STUDENTS OMBUDSMAN

The Ombudsman provides an external complaint and appeals process for overseas students of private education providers.

If you wish to lodge an external appeal or complain about a decision made by the college, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

*See the Overseas Students Ombudsman website <http://www.oso.gov.au> or phone **1300 362 072** for more information. Email: ombudsman@ombudsman.gov.au*

COMMONWEALTH RTO AND CRICOS REGULATOR

If the student is concerned about the actions of the provider they may approach the Australian Skills Quality Authority (ASQA), the Registration Authority for CRICOS registered RTOs. The ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved.

To lodge a complaint with ASQA visit <http://www.asqa.gov.au/complaints>

COMMONWEALTH ESOS REGULATOR

Department of Education and Training (DET) through the ESOS helpline. Phone: 1300 615 262
<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

The student may send through a complaint at any point, including after he or she has exhausted the provider's internal appeals process and the external appeals process.

DET will only intervene where Enhance College's appeals process was not conducted correctly or if Enhance College did not make the appeals process available to the student. DET will only look at whether the appeals process met the requirements of the National Code. The DET role is not to judge whether the outcome was right or wrong.

COMPLAINTS PROCEDURE

All students will be given the opportunity to present their case. The student should undertake the following steps:

- In the first instance, an informal approach is encouraged to be made to the person with whom the student has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
- If not satisfied OR unable to undertake Step 1, the student is then to lodge the complaint in writing for investigation.
- Students lodging a complaint will be provided with a copy of the *Complaints and Appeals policy* outlining all of their rights and responsibilities with a 'Complaints / Appeals form'.
- All complaints must be recorded.
- A staff member who has not been involved in the complaint, will review the complaint and endeavour to have the matter resolved.
- An investigation **must be** commenced within 10 working days of written/formal lodgement.
- The student (and support person if required) will be invited to attend a meeting to discuss / formally present the complaint/appeal at no cost to them.
- The investigating officer must provide a written outcome of the complaint/investigation to the complainant and to the Chief Executive Officer within 21 days of written receipt wherever possible or as soon as practicable.
- The written outcome is to include that if the student is not satisfied with the outcome, of their rights to access independent mediation at minimal or no cost to resolve the dispute.
- Students who are not satisfied with the process/decision may contact the Overseas Students Ombudsman or other Regulator as outlined in our policy for assistance.
- Enhance College will only maintain the student's enrolment while a complaints/appeals process is ongoing as outlined in the policy.
- Enhance College will not report a student for unsatisfactory progress or attendance until the

student has been allowed to access **ONE** external complaints and appeals process.

- Full details of all complaints/appeals, outcomes and any corrective/preventative action are to be kept on the student file.
- A signed copy (signed by student and investigating officer) of the conclusions/outcome of the complaint/appeal provided to the student is also to be kept on the student file.
- If the internal or external complaint or appeal process results in a decision that supports the student, Enhance College will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Written records of all complaints and appeals will be kept in detail at each stage (including corrective and preventative action, reasons and outcomes) on student files and provided to the student.