



## Complaints and Appeal

<b>Purpose</b>	The purpose of this policy is to have effective, timely, and fair complaints and appeals system and meet the standards that govern this policy. These are the National Code Standard 8 which requires that students have ready access to effective grievance processes, which enable them to make complaints about any aspect of the College's operations for review by an appropriate independent decision and solve the grievances.
<b>Scope</b>	This policy applies to all current and prospective students and staff.
<b>Policy Statement</b>	<p>Swann College is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system about matters or issues relating to students' experiences at the College.</p> <p><b>Swann College ensures: --</b></p> <ol style="list-style-type: none"><li>a) Complaints or appeals are resolved promptly, fairly, objectively with sensitivity and in complete confidentiality.</li><li>b) Each complaint is handled with a Fair thinking process, without any prejudice arising from past issues with the student.</li><li>c) Staff members handling complaints; report any conflict of interest, such as a relationship with the student or other personal interest.</li><li>d) In relation to student complaints involving a staff member, Swann ensures a different staff member investigates the complaint to ensure independence.</li><li>e) When Swann attempts to resolve difficulties experienced by students, Swann is committed to a culture of openness and continuous improvement. Complaints and appeals are viewed as an opportunity to improve operations.</li><li>f) A complaints or appeals handling system is in place that is client focused and helps Swann to prevent these events from recurring.</li><li>g) The complainant or appellant can ask for support person present at any existing meetings.</li><li>h) Those students are fully informed of their rights to lodge a complaint or appeal. Swann will give students who raise complaints the opportunity to formally present their cases.</li><li>i) Students are encouraged to raise grievances. Students will not be subject to any discrimination as a result of raising a complaint or appeal.</li><li>j) Responsibility for investigating and handling complaints is clearly identified as follows:<ul style="list-style-type: none"><li>• All withdrawal, suspension or deferrals from Course/Unit complaints will be investigated and handled by the RTO Manager.</li><li>• All campus and facilities related complaints will be investigated and handled by the RTO Manager.</li><li>• Financial complaints will be investigated and handled by the RTO Manager.</li><li>• All appeals will be investigated and handled by the RTO's Complaints and Appeals Panel.</li></ul></li></ol>



- All formal complaints and appeals will be recorded including their outcomes in the student's file on the Student Management System and in the Complaints and Appeals register.
- Complaints and appeals may be made in relation to any of Swann's services, learning and teaching and decisions such as, but not limited to: ---

- The enrolment process;
- Selection or admission decisions;
- Education agents
- Learning and teaching facilities, staff and library resources provided.
- Assessment results /reviews
- Student at risk/progress in a course of study;
- Decisions made on academic misconduct;
- Decisions by academic staff members affecting individuals or groups of students;
- The way someone feels they have been treated, including allegations by staff or students of harassment, bullying or discrimination;
- Complaints in relation to misconduct by other students;
- Fee and refund matters.

#### **Information about the Complaints and Appeals Policy**

This Policy, the associated Procedures and the Complaint and Appeals forms are published on our website and accessible to all students. Students may also obtain a copy from Reception.

Students can access information in a variety of ways - telephone, email, website and mail.

All students have access to the Complaint and Appeals policy and procedures prior to enrolment. Students are also information about the complaints and appeals process during their orientation program

#### **Informal Complaints and Improvement suggestions**

Students are encouraged to raise the matter informally with their trainer, staff, or RTO Manager. All informal complaints will be responded to promptly to ensure an effective resolution. By swiftly addressing information complaints,

Swann College will act to prevent the matter escalating to a formal complaint. Improvement suggestions will be reviewed by the relevant business area and addressed through the continuous improvement processes.

#### **Formal Complaints**

All formal complaints will be responded to efficiently to ensure an effective resolution within a reasonable timeframe. Swann will acknowledge and start the



process within 10 working days upon receiving a complaint.

Swann will endeavour to resolve formal complaints within Ten (10) working days upon receipt of the formal complaint. However in some cases, particularly if the matter is complex, the resolution may take longer, but not more than 10 working days, in which case students will be advised of an extended timeframe. Students may appeal the outcome of the complaint or grievance process to the Complaints and Appeals Panel.

### **Internal Appeals**

All appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe. The College's Complaints and Appeals Panel will acknowledge and start the process within 10 working days upon receiving the appeal.

Swann will endeavour to resolve formal appeals within 10 working days upon receipt of the appeal as soon as practical. However in some cases, particularly if the matter is complex, the resolution may take longer, but not more than 20 working days, in which case students will be advised of an extended timeframe and the reason for the extension.

### **Lodgement of an Appeal**

The Appellant must lodge the appeal in writing within 10 working days from receipt of Swann's complaint outcome notification of the decision. The Appellant must lodge the appeal with detail, and where appropriate provide relevant evidence relating to the ground(s) for appeal as to enable the Complaints and Appeals Panel to prepare for the appeal meeting.

### **External Appeals**

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:

#### **Overseas Ombudsman**

<http://www.ombudsman.gov.au/contact-us>

Call: 1300 362 072 within Australia.

Outside Australia call +61 2 6276 0111.

#### **Overseas Ombudsman**

The Overseas Students Ombudsman will investigate complaints about action taken by private providers in connection with overseas students.

The Overseas Students Ombudsman website supplies the process for making a complaint. There is no charge for lodging an appeal.

Swann College will co-operate with any Overseas Students Ombudsman investigation and supply all requested documentation within the required timeframes.



	<p>Following the receipt of the outcome of the investigation, Swann will immediately implement the decision, notify the student in writing of the outcome and place a copy of the documentation on the student file. The College will also review the appeal undertake any improvement actions.</p> <p><b>Continuous improvement</b></p> <p>Where the Complaint or Appeal decision supports the student, Swann will implement corrective or preventative actions and notify the student of the outcome immediately. The RTO Manager will capture the details on the continuous improvement log according to the College's Continuous Improvement Policy and Procedures.</p> <p><b>Record keeping and Reporting</b></p> <p>Swann College will maintain the student's enrolments while the complaints and appeal process is ongoing. That is, Swann will not report the student through the Provider Registration and International Student Management System (PRISMS)</p> <p>All complaints and appeals forms and outcome decisions under this policy shall be maintained for a period of at least five (5) years to allow all parties to the complaint or appeal appropriate access to these records. All records and outcome letters will be saved in the Student Management System under the individual student file.</p>
<p><b>Policy Delegated Authority</b></p>	<p>CEO RTO Manager</p>
<p><b>Approved by and Responsibility Authority</b></p>	<p>CEO RTO Manager</p>
<p><b>Approved Date:</b></p>	<p>1/7/2018</p>
<p><b>Forms and Documents</b></p>	<p>Complaint and Appeal Policy</p>
<p><b>Definitions (if any) –No</b></p>	