



Complaints and Appeal Policy

Purpose

Institute of Intellect Blending has and implements when required a documented and fair internal complaints handling and appeals process and policy for the resolution of any type of dispute involving a student that includes access to an independent external body. In addition, **Institute of Intellect Blending** provides the overseas student with comprehensive, free and easily accessible information about that process and policy.

Policy

Institute of Intellect Blending will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the College, the College's education agents or any related party the College has an arrangement with to deliver the overseas student's course or related services

Institute of Intellect Blending's internal complaints handling and appeals process and policy is fair and documented.

Institute of Intellect Blending provides the overseas student with comprehensive, free and easily accessible information about that process and policy – through the Student Handbook.

Institute of Intellect Blending will maintain the student's enrolment while the complaints and appeals process is ongoing. This does not necessarily mean that a student will remain in class.

Process for the overseas student to lodge a complaint or appeal

Informal Complaint Procedure

1. Student has a complaint
2. Approaches Teacher/Campus Manager or its delegate with complaint
3. Teacher/Campus Manager or its delegate resolves complaint internally on an informal basis

Formal Complaint Procedure

1. Student has a complaint
2. Student lodges the complaint in writing to the PEO within 5 working days of the incident occurring
3. The written complaint will be acknowledged by **Institute of Intellect Blending** in writing, along with an outline of the processes to be followed and an estimated time frame.
4. You will be given an opportunity to formally present your case at minimal or no cost and be assisted by a support person at any relevant meetings
5. Assessment of the complaint to begin within 10 working days of the written complaint being received by the PEO. The assessment will be conducted in a professional, fair and transparent manner
6. Student's enrolment will be maintained during the assessment process



7. A written statement of the outcome of the complaint assessment, including detailed reasons, will be given to the student as soon as practicable, with detailed reasons for the outcome
8. A written record of the complaint will be kept by **Institute of Intellect Blending**, including a statement of the outcome and detailed reasons for the outcome.

In the event of a favourable outcome for the student, **Institute of Intellect Blending** will immediately advise and implement any decision

Internal Appeal

If a student is unhappy with the result, they will be able to lodge an internal appeal. This appeal is a separate process to the procedure outlined above and will be carried out by a minimum of two senior staff of **Institute of Intellect Blending**, including the PEO. All time periods and rules related to the initial procedure outlined above also relate to the appeals process.

Institute of Intellect Blending will commence assessment of the appeal within 10 working days of it being made in accordance with the College's complaints handling and appeals process and policy, and finalize the outcome as soon as practicable

Institute of Intellect Blending will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner

External Review

If the overseas student is not successful in the registered provider's internal complaints handling and appeals process, **Institute of Intellect Blending** will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost.

Institute of Intellect Blending will give the overseas student the contact details of the appropriate complaints handling and external appeals body – see below:

External Bodies

NSW Ombudsman: <https://www.ombo.nsw.gov.au/>

ASQA: <https://www.asqa.gov.au/complaints>

NB ASQA will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate.

A decision in favor of the overseas student

If the internal or any external complaints handling or appeal process results in a decision or recommendation in your favor, we will immediately implement the decision or recommendation and/or



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take the preventive or corrective action required by the decision and advise you of that action.



Related Standard 10

Standard 10

Complaints and appeals

- 10.1 The registered provider must have and implement a documented internal complaints handling and appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy.
- 10.2 The registered provider's internal complaints handling and appeals process must:
 - 10.2.1 include a process for the overseas student to lodge a formal complaint or appeal if a matter cannot be resolved informally
 - 10.2.2 include that the provider will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the registered provider, the registered provider's education agents or any related party the registered provider has an arrangement with to deliver the overseas student's course or related services
 - 10.2.3 commence assessment of the complaint or appeal within 10 working days of it being made in accordance with the registered provider's complaints handling and appeals process and policy, and finalize the outcome as soon as practicable
 - 10.2.4 ensure the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings
 - 10.2.5 conduct the assessment of the complaint or appeal in a professional, fair and transparent manner
 - 10.2.6 ensure the overseas student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome
 - 10.2.7 keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.
- 10.3 If the overseas student is not successful in the registered provider's internal complaints handling and appeals process, the registered provider must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost. The registered provider must give the overseas student the contact details of the appropriate complaints handling and external appeals body.
- 10.4 If the internal or any external complaints handling or appeal process results in a decision or recommendation in favor of the overseas student, the registered provider must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action.