



Complaints and Appeal Policy

Purpose

Institute of Intellect Blending (IIB) has and implements when required a documented and fair internal complaint 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, IIB provides the overseas student with comprehensive, free, and easily accessible information about that process and policy via website: www.iib.edu.au

Policy

IIB 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.

IIB's internal complaints handling, appeals process and policy are fair and documented.

IIB provides the overseas student with comprehensive, free, and easily accessible information about that process and policy – please read through the Student Handbook.

IIB 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 possesses a complaint
2. Approaches Trainer/Student Services Manager or its delegate with complaint
3. Trainer/ Student Services Manager or its delegate resolves complaint internally on an informal basis

Formal Complaint Procedure

1. Student possesses a complaint
2. Student lodges the complaint in writing to the PEO/Campus Manager within 5 working days of the incident occurring
3. The written complaint will be acknowledged by IIB 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/Campus Manager. The assessment will be conducted in a professional, fair and transparent manner
6. Student's enrolment will be maintained during the assessment is processing



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 **IIB**, including a statement of the outcome and detailed reasons for the outcome.

In the event of a favourable outcome for the student, **IIB** 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 **IIB**, including the PEO/Campus Manager. All time periods and rules related to the initial procedure outlined above also relate to the appeals process.

IIB 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.

IIB 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, **IIB** will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost.

IIB 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/complaints>

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



Reference

1. RTO Standards 2015 – Clauses 6.1 to 6.6

Standard 6:

Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Clause 6.1

The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- a. the RTO, its trainers, assessors or other staff
- b. a third party providing services on the RTO's behalf, its trainers, assessors or other staff
- c. a learner of the RTO.

Clause 6.2

The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

Clause 6.3

The RTO's complaints policy and appeals policy:

- a. ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b. are publicly available
- c. set out the procedure for making a complaint or requesting an appeal
- d. ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
- e. provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Clause 6.4

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- a. informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required
- b. regularly updates the complainant or appellant on the progress of the matter.

Clause 6.5

The RTO:



- a. securely maintains records of all complaints and appeals and their outcomes
- b. identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Clause 6.6

Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training or assessment, and does not have in place a specific complaints and appeals policy in accordance with clauses 6.1 and 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

2. National Code Standard 10 Complaints and appeals

(National Code of Practice for Providers of Education and Training to Overseas Students 2018)

Standard 10:

- 10.1 The registered provider must have and implement a documented internal complaint 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.