



DURBAN INTERNATIONAL COLLEGE PTY. LTD.

CRICOS Provider Number: 02915G

Complaints, Grievances & Appeals

POLICY & PROCEDURE GUIDELINE

Governance	NC- Standard 8, Clauses 6.1, 6.2, 6.3, 6.4, 6.5 & 6.6 of SRTO's 2015		
Policy Reference No:	DIC-017	Version No:	3.0
Commencement Date:	January 2008	Review Date:	April 2016
Persons/Areas affected	All staff		
Purpose	<p>The purpose of this policy and procedure is to outline DIC's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.</p> <p>This policy and procedure ensures compliance with Standard 6 of the Standards for registered training organisations 2015.</p> <p>This policy/procedure also supports 'Standard 8 – Complaints and Appeals' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'</p>		
Definitions	<p>Appeal means a request for a decision made by DIC to be reviewed</p> <p>Complaint means a person's formal expression of dissatisfaction with any product or service provided by DIC.</p> <p>Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support</p> <p>Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework</p>		

<i>Document Name:</i>	Durban Complaints, Grievances & Appeals Policy & Procedure	<i>Created Date:</i>	January 2008
<i>Document No:</i>	DIC-017	<i>Version No:</i>	V 3.0
<i>© Durban International College Pty. Ltd</i>		<i>Last Modified Date:</i>	April 2015
		<i>Page Sequence:</i>	Page 1 of 8

Policy	<ol style="list-style-type: none"> 1. DIC responds to all allegations involving the conduct of: <ul style="list-style-type: none"> • DIC, its trainers and assessors and other staff. • Any student or client of DIC. 2. Complaints may be made in relation to any of DIC’s services and activities such as: <ul style="list-style-type: none"> • the application and enrolment process • marketing information • the quality of training and assessment provided • training and assessment matters, including student progress, student support and assessment requirements • the way someone has been treated • the actions of another student 3. Appeals should be made to request that a decision made by DIC is reviewed. Decisions may have been about: <ul style="list-style-type: none"> • course admissions • refund assessments • response to a complaint • assessment outcomes / results • other general decisions made by DIC 4. DIC is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. 5. Through this policy and procedure, DIC ensures that complaints and appeals: <ul style="list-style-type: none"> • Are responded to in a consistent and transparent manner. • Are responded to promptly, objectively, with sensitivity and confidentiality. • Are able to be made at no cost to the individual. • Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement. 6. DIC acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by DIC. The independent party recommended by DIC is Training Advocate who doesn’t charge any fees, however complainants and appellants are able to use their own external party at their own cost. 7. Each party may be accompanied and assisted by a support person at any relevant meetings.
---------------	---

<i>Document Name:</i>	Durban Complaint & Grievance Policy & Procedure	<i>Created Date:</i>	January 2008
<i>Document No:</i>	DIC-017	<i>Version No:</i>	V 3.0
<i>© Durban International College Pty. Ltd</i>		<i>Last Modified Date:</i>	April 2015
		<i>Page Sequence:</i>	Page 2 of 8

Policy	<p>8. Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to DIC’s office at Level 4, 38 Currie Street, Adelaide, and SA 5000 attention to the Chief Executive Officer.</p> <p>Appeals must be made within 30 calendar days of the original decision being made.</p> <p>When making a complaint or appeal, provide as much information as possible to enable DIC to investigate and determine an appropriate solution. This should include:</p> <ul style="list-style-type: none"> • The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you. • Any evidence you have to support your complaint or appeal. • Details about the steps you have already taken to resolve the issue. • Suggestions about how the matter might be resolved. <p>9. Where a student chooses to access complaints procedure, DIC will maintain the student’s enrolment while the complaints/appeals handling process is ongoing.</p> <p>10. DIC will commence the process for internal complaint/appeal within 10 working days of receiving the complaint/appeal.</p> <p>11. Complaints and appeals will be finalised within 60 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.</p> <p>12. DIC will maintain a record of all complaints and appeals and their outcomes on the <i>DIC-019 Complaints and Appeals Register</i>.</p> <p>13. IF the internal or any external complaint handling or appeal process results in a decision that supports the student, DIC will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.</p> <p>14. Nothing in this policy and procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s rights to pursue other legal remedies.</p>
---------------	---

Procedure- Complaints	Responsibility
<p>A. Receive and Acknowledge Formal or informal Complaint</p> <ul style="list-style-type: none"> ● Informal complaints: Where possible all non-formal attempts shall be made to resolve the grievance. This may include advice, discussions, and general mediation in relation to the issue and the student’s grievance. ● Formal Complaints: Formal complaints are made in writing by the complainant with an attention to the CEO using the DIC-017-F1 Durban Complaints/Appeal Form. ● There is ‘no cost’ to the student to submit a complaint or appeal ● The CEO should review all complaints upon receipt. ● Acknowledge receipt of complaint in writing by sending a letter to complainant within 7 working days of receipt. Use <i>Complaint/ Appeal Acknowledgement Letter</i>. ● Record details of the complaint on the DIC-019 Complaints and Appeals Register. 	<p>CEO & Admin Staff</p>
<p>B. Investigate the Complaint</p> <ul style="list-style-type: none"> ● Upon receiving the complaint, the matter is to be investigated to ensure all relevant information is available and it is accurate and complete. ● Further details from the complainant, respondent or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. ● The CEO will review the information and decide on an appropriate response. Where deemed necessary by the CEO, the matter may be reviewed by other members of the management team to arrive at an appropriate resolution. Note: The complaint must be completely resolved within 60 calendar days of receipt of the original complaint. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing along with reasons for the extra time. They must be provided with updates on progress on a weekly basis thereafter until the matter is resolved. 	<p>CEO</p>
<p>C. Advise of the Outcome and update records</p> <ul style="list-style-type: none"> ● Provide a written response to the complainant using Complaint resolution letter outlining: <ul style="list-style-type: none"> – The RTO’s understanding of the complaint – The steps taken to investigate and resolve the complaint – Decisions made about resolution, with reasons for the decisions made – Areas that have been identified as possible causes of the complaint and improvements to be recommended – Their right to access the appeals process if they are not satisfied with the outcome of the complaints process. ● Update the <i>Complaints and Appeals Register</i> so it includes the outcome of the complaint. ● Update the <i>Continuous Improvement Register</i> if applicable for any improvements to be made as an outcome. ● Keep a copy of the complaint and supporting documents in the Complaints file and in the student or staff file (where relevant). ● Discuss the complaint and its outcome at the next management meeting. 	<p>CEO</p>

Procedure - Appeals	Responsibility
<p>D. Receive and Acknowledge Appeal</p> <ul style="list-style-type: none"> • Internal Appeals: All students have the right to appeal decisions made by the DIC where reasonable grounds can be established. The areas in which a student may appeal a decision made by the DIC may include: <ul style="list-style-type: none"> - Assessments conducted - Reported breaches of academic performance or attendance requirements - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment - Or any other conclusion that is made after a complaint has been dealt with by the DIC in the first instance. • To activate the appeals process the student is to complete an 'appeal' application which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student administrations department. • Acknowledge receipt of appeal in writing by sending a letter to appellant within 7 working days of receipt. Use <i>Complaint/Appeal Acknowledgement Letter</i>. • Record details of appeal on the <i>Complaints and Appeals Register</i>. 	<p>CEO</p>
<p>E. Respond to assessment appeals</p> <ul style="list-style-type: none"> • In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor independent of the original decision, mark the assessment task again. • The assessment decision made during the appeals process will be considered the actual assessment outcome for the task. • Advise the student of the outcome of the appeal as per point G below 	<p>CEO</p>
<p>F. Respond to appeals against non-academic decisions</p> <ul style="list-style-type: none"> • Upon receiving the appeal, the matter is to be investigated to identify the original decision made and the reasons for the decision. • Further details from the appellant, respondent, the person who made the original decision, or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. • The appellant may request for an independent party (mediator) to be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, DIC may decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally. This will be at DIC's cost. • DIC's Management team will review all relevant information and decide on an appropriate response. Note: The appeal must be resolved within 60 calendar days of receipt of the original appeal. If the matter is particularly complex and it is going to take longer to resolve, the appellant must be advised in writing along with reasons for the extra time. They must be provided with progress updates on a weekly basis thereafter until the matter is resolved. 	<p>CEO</p>

<p>G. Appealing decisions to report breach of academic or attendance requirements</p> <p>Where a student wishes to appeal the decision of the DIC to notify DIAC of a breach of academic or attendance requirements the student shall lodge, in writing, a letter outlining the details of their appeal. The student should have extenuating circumstances as to why they have breached their requirements and must be able to provide evidence of these circumstances.</p> <p>The appeal shall be lodged with student administrations department and the appeal shall be entered into the ‘complaints and appeals register’.</p> <p>The CEO shall be notified and shall seek details regarding the initial documentation of the breach and shall make a decision based on the grounds of the appeal.</p> <p>The student shall be notified in writing of the outcome and the ‘complaints and appeals register’ updated.</p> <p>Where a student has decided to access the appeals process in relation to a reportable breach, the DIC will not report the breach until the appeals process has been undertaken. The DIC is required to maintain all relevant responsibilities until the breach has been reported to DIAC via PRISMS.</p>	<p>CEO</p>
<p>H. Appealing deferrals, suspension or cancellation of enrolment decisions</p> <p>Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.</p> <p>The appeal shall be lodged this with student administrations department and the appeal shall be entered into the ‘complaints and appeals register’.</p> <p>The CEO shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.</p> <p>The student shall be notified in writing of the outcome and the ‘complaints and appeals register’ updated.</p> <p>Where a decision or outcome is in favour of the student the RTO shall follow the required action to satisfy the student’s grievance as soon as practicable.</p>	<p>CEO</p>
<p>I. Advise appellant of the outcome and update records</p> <ul style="list-style-type: none"> • Provide a written response to the appellant outlining: <ul style="list-style-type: none"> – The RTO’s understanding of the reasons for the appeal – The steps taken to investigate and resolve the appeal – Decisions made about resolution and reasons for the decisions • Areas that have been identified as possible causes of the appeal and improvements to be recommended 	<p>CEO</p>

<ul style="list-style-type: none"> • Update the <i>Complaints and Appeals Register</i> so it includes the outcome of the appeal. • Update the <i>Continuous Improvement Register</i> if applicable for any improvements to be made as an outcome. • Keep a copy of the appeal and supporting documents in the Complaints file and in the student or staff file (where relevant). • Discuss the appeal and its outcome at the next management meeting. 	
Procedure - Independent Reviews by external party	Responsibility
<p>J. External Complaint or appeal</p> <ul style="list-style-type: none"> • If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, students may wish to contact the following organisations at no cost to the student. <p>Training Advocate Ground Floor West 55 Currie Street, Adelaide Entrance doors at Bus Stop W1 on Currie St. Office hours: Monday to Friday 8.30am – 5.30pm Phone: (toll free) 1800 006 488 email: trainingadvocate@saugov.sa.au</p> <p style="text-align: center;">OR</p> <p>Overseas Students Ombudsman, Online complaint form available at https://forms.australia.gov.au/forms/ombudsman/overseasstudents-ombudsman-complaint-form E-mail: overseas.students@ombudsman.gov.au Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm Monday to Friday (AEST) Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123. Postal: GPO Box 442 Canberra ACT 2601.</p> <ul style="list-style-type: none"> • DIC will not update the student’s status via PRISMS until the appeals process is completed. The DIC is required to maintain all relevant responsibilities until the change in enrolment status has been reported to DIBP via PRISMS. • Where a decision or outcome is in favor of the student DIC shall follow the required action to satisfy the student’s grievance as soon as practicable. 	<p>CEO/staff as required</p>

Approval Authority:

Chief Executive Officer

Document Name:	Durban Complaint & Grievance Policy & Procedure	Created Date:	January 2008
Document No:	DIC-017	Version No:	V 3.0
© Durban International College Pty. Ltd		Page Sequence:	Page 7 of 8

SUMMARY OF CHANGES:

ISSUE DATE	CHANGE
April - 2008	Version 1.1 - Partial Revision
June – 2009	Version 1.2 – Partial Revision
July – 2010	Version 1.3 – Partial Revision
July – 2011	Version 1.4 – Partial Revision
August - 2012	Version 2.0 - Full Revision (NVR Standards 2011)
February - 2013	Version 2.1 - Partial Revision(NVR Standards 2012)
March – 2013	Version 2.2- Partial Revision (links)
April – 2015	Version 3.0 – Full Revision