

COMPLAINTS AND APPEALS POLICY AND PROCEDURE

A fair and impartial complaints and grievance process is available to all students and each complainant or appellant has an opportunity to formally present their case at no cost to him or herself.

If a student wishes to lodge a complaint about some aspect of our service, they must, where practicable, commence action within 14 days of the incident that is the subject of the complaint.

The student must speak with the person in charge of delivering the service, in the first instance, in an attempt to resolve the problem, after which, if the student still wishes to proceed with the lodgement of a complaint, they should complete a Complaint Form.

The process/procedure for dealing with the complaint will be commenced by The Ashmark Institute of Australia within 10 working days of initial receipt. All complaints and grievances are recorded in writing, and the results will be communicated to the student in writing, including reasons for the decision.

Students may be accompanied and assisted by a support person (However, please note that the support person cannot be a migration agent or lawyer.) at any relevant meetings of the complaints and grievance process in compliance with Standard 8.1(c) of the National Code. The complaints and grievance process does not prevent a student from exercising the student's rights to other legal remedies.

Above all, we want your time at The Ashmark Institute of Australia (AIA) to be a happy one. If you have a grievance concerning any aspect of your life at AIA, the Institute has a complaints and appeals process that you can access to help you solve your problem. The procedure to follow is:

A. RESOLVING YOUR COMPLAINT INFORMALLY

Step 1) Discuss the problem informally with your trainer/staff member.

Step 2) Make an appointment to see the Student Support Officer to discuss the problem. If you are unsure who to see, please contact Reception at 287-313 Macaulay Road, North Melbourne Campus and they will direct you to the appropriate Student Support Officer

Step 3) if you are not satisfied with the outcome of Steps 1 and 2; make an appointment to speak with the Head of Department who will endeavour to resolve your problem.

B. LODGING A FORMAL COMPLAINT

Step1: If you wish to lodge a formal complain you must fill out AIA's complaint form which is available at our reception desk on 287-313 Macaulay Road, North Melbourne and on our website.

Step2: Post or hand delivers the properly filled complaint form to Administrative Assistant to PEO.

Step3: AIA will commence working on your formal complain within 10 working days of receiving complain form.

Step4: Outcome of the complain process will be posted to the provided residential address.

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Appeals Process

Internal Appeal:

Should you be dissatisfied with the outcomes of Steps 1-3, you may access the Institute's formal *internal* appeals process. To access this process you must:

Put your complaint in writing, including your desired outcomes. You may use the Complaint form available at Reception or, you may write your complaint on a plain sheet of paper and attach it to the form. Please include your date of birth and contact details.

AIA will commence the internal appeals process within 10 working days of receiving your formal written appeal's request.

Preparing for the appeals meeting:

The student may bring a *support person* to any relevant appeal meetings. However, please note that the support person cannot be a migration agent or lawyer.

In addition, the student is advised to bring all supporting evidence, including documents that may assist the student in his or her case. Supporting evidence may include

- All correspondence sent to the student by AIA including letter and emails
- A log of discussions the student has had with staff concerning the issue/complaint under review
- Medical certificate
- Any other documents the student may feel will support his or her case

Notifying student of Appeal Meeting outcome:

You will be given a **written statement of the outcome** of the appeal, including reasons for the decision. If you are successful in your appeal, AIA will immediately implement the outcome of the appeal. Once the statement of the outcome of the appeal has been finalised, AIA will contact you by telephone to ask you to come to AIA to collect the statement. If AIA is unable to contact you by telephone, the statement will be posted to your Australian residence.

EXTERNAL APPEAL

Should you be dissatisfied with the outcome of the Internal Appeal, you may access an *external* body, whereby someone outside AIA will hear your case. AIA will honour the independent arbitrator's decision.

Further, AIA will maintain your enrolment during the appeal process, unless the AIA fears for the safety and wellbeing of the student and/or people the student may encounter, in which case the AIA may cancel the student's enrolment. The student, however, can still appeal from his or her Australian residence or home country.

If you wish to lodge an external appeal or complain, 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

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external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

If you decide to appeal externally, you have **10 days** from the date that appears at the head of the Internal Appeal's Statement of Outcome within which to lodge an appeal with the external arbitrator. At the same time, you **MUST** notify AIA that you intend to appeal externally. If, within the 10 day period, you have not notified AIA that you have appealed to the external body, AIA will consider that you do not intend to appeal externally and the complaint will be deemed closed.

VERSION CONTROL AND CHANGE HISTORY

Document Title	Version No	Key Words	Approval Date	Author	Approved by	Amendment
Complaints and Appeals	One	Complaint and Appeal	07/08	Compliance Officer	Dept of Compliance	N/A
Complaints and Appeals	Two	Complaint and Appeal	07/09	Compliance Officer	Dept of Compliance	Abbreviation, Change the position
Complaints and Appeals	Three	Complaint and Appeal	07/09	QMS Administrator	Campus Manager	Change of DEST to DEEWR contact helpline
Complaints and Appeals	Four	Complaint and Appeal	12/09	QMS Administrator	Campus Manager	Added external appeal body (ACPET) fee of \$200
Complaints and Appeals	4.1	Complaint and Appeal	04/10	QMS Administrator	Campus Manager	Replaced DOS to HOD
Complaints and Appeals	4.2	Complaints and Appeals	09/10	QMS Administrator	Campus Manager	Changes AEI Email like to online form
Complaints and Appeals	4.3	Complaints and Appeals	09/10	Head of Administration	Campus Manger	Updating of complains process
Complaints and Appeals	5	Complaints and Appeals	04/11	Assistant to PEO	PEO	Introduction of OSO as an External Arbitrator.
Complaints and Appeals	6	Complaints and Appeals	07/11	Assistant to PEO	PEO	Removal of head of administration
Complaints and Appeals	7	Complaints and Appeals	09/11	Assistant to PEO	PEO	Change in Address
Complaints and Appeals	8	Complaints and Appeals	1/12	Assistant to PEO	PEO	Deletion of expired link