

COMPLAINTS AND APPEALS POLICY AND PROCEDURE

Student complaints:

All complaints will be approached with an open mind, with the view to resolve the problem through discussions and conciliation with appropriate personnel. A complaint is not about an academic result. A complaint can be lodged in writing by letter, email or in person. A student may lodge a complaint with any member of staff but should lodge their initial complaint with the Program Coordinator. A written record of the complaint will be kept on file. If the student chooses to access ARC's complaints and appeals processes, their enrolment will be maintained while the process is ongoing. A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting. All ARC staff can respond to a complaint.

A student must lodge their complaint with only one ARC staff member. If the complaint needs to be escalated, the staff member must follow ARC's Complaints Policy. ARC will investigate and respond to all and any complaints lodged by a student. The process will commence within 10 working days of the formal lodgment of a complaint and supporting information and all reasonable measures will be taken to finalize this process in the shortest possible time. ARC treats all complaints seriously and in confidence and will seek the permission of the student before discussing it with relevant staff. The student will be given a written explanatory statement, which will detail the reasons for the particular outcome which will resolve the issue/s. If the process results in a decision that supports the student, ARC will immediately implement the decision and take preventive action if so required. The student will be advised of this accordingly. Students who do not accept the resolution/s of their complaint can take further action through the (ACPET- www.acpet.edu.au)

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Procedures: Internal and External Complaints Policy and Procedure

In the event that a student has a complaint concerning any matter in relation to ARC, there is a process in place to ensure that the complaint can be resolved amicably, where ever possible. Students have access to a complaints procedure if they feel they have been unjustly treated or have a serious complaint. A student may be assisted or accompanied by a support person regardless of the nature of the complaint. ARC will maintain a student's enrolment while a complaint and resolution or appeal process is continuing, however, this does not exclude ARC from reserving the right to suspend a student from attending class or visiting the premises if that is considered necessary during this period.

Complaint Procedure:

ARC will issue a copy of the training centre's Complaints Policy and Procedure to all students under the ESOS National Code 2007.

It is the student's responsibility to speak directly with the person concerned, in an attempt to resolve the problem, informally, within 5 working days that the issue arose.

If the student cannot speak to the person concerned, for whatever reason, they should direct the matter **in writing, by letter or email**, to the ARC Principal within 20 working days of the issue arising. A written response from the Principal or their delegate will be provided within 10 working days of ARC receiving the formal written lodgment of the complaint or appeal. The complaint will be finalized within a reasonable timeframe which will take into consideration the length of the student's visa and the student's enrolment in future subjects and/or courses.

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The Program Coordinator will provide the complainant, with a copy of ARC's Student Complaint Form and provide support and guidance throughout the process.

Any written complaint will be documented in the Complaints Register and the problem will be resolved fairly and equitably within a nominated time frame.

If the complaint is still unresolved, the Student will be advised of external organizations, e.g. ACPET, police, counseling, mediation organizations, Consumer Affairs that may be able to assist.

See external appeals below:

If a complaint is associated with assessment results, the staff member, in consultation with the Assessor/Trainer, will review the initial assessment and/or identify alternative assessment methods and will notify the student accordingly

All applicants shall be given the opportunity to formally present their case to the mediator

The applicant shall be notified in writing of the outcome/s of the complaint

All records of any complaint will be kept on file.

Documentation:

ARC will maintain a Student Complaint Form, Complaints Register and Student Complaints Form Response which will allow identification and will detail the following issues:

- Submission date of complaint

- Nature of complaint

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- Date/s when cause of complaint occurred

- Attachments (if applicable)

- Determined Resolution

- Date of Resolution.

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