ANC STUDENT COMPLAINTS AND APPEALS POLICY & PROCEDURE

Student complaints:

All complaints should be approached with an open view and to attempt to resolve problems through discussion and conciliation with appropriate personnel. Issues concerning an academic result are referred to in the Appeals Procedures.

A complaint can be lodged in writing by letter or by email or in person. A Student can lodge their complaint with any member of staff but should lodge their initial complaint with the Student Administration Department. A written record of the complaint will be kept on file.

If the Student chooses to access the College’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 College staff can respond to a complaint. A Student must lodge their complaint with only one member of staff at the College. If the complaint needs to be escalated, the staff member must follow the complaint policy.

The College will investigate and respond to all complaints lodged by a Student. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.

The College treats all complaints in confidence and will seek the permission of the Student before discussing the complaint with relevant staff. The Student will be given a written statement of the outcome, including details of the reasons for the outcome.

If the process results in a decision that supports the Student, the College will immediately implement the decision or preventive action required and advice the Student of the outcome.

Students who are not happy with the outcome of their complaint can take further action through an independent consultant, nominated by the college (for further information please contact Student Administration).
Procedures:

Internal and External Complaints Policy and Procedure

In the event that a Student has a complaint concerning any matter in relation to the College, there is a process in place to ensure that the complaint can be resolved amicably.

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 at any relevant meeting. The College will maintain a Student’s enrolment while a complaint and appeal process is on-going, however, this does not exclude the College from reserving the right to suspend a Student from attending class or visiting the College if that is considered necessary during this period.

Complaint & Appeals Procedure:

- The College will issue a copy of the College Complaints & Appeals Policy and Procedure to all Students under the ESOS National Code 2007
- Student needs to speak directly with the person concerned to resolve the problem informally within 5 working days
- If the Student cannot speak to the person concerned they should direct the matter in writing by completing the Student Complaint Form/General Appeals Form and submitting it to the Campus Officer within 20 working days.
- The Campus Officer meets the student and discusses the appeal or the complaint in order to get further feedback.
- A written response from the Campus Officer or their delegate will be provided within 10 working days of the College receiving the formal written lodgement of the complaint or appeal. The complaint/appeal will be finalised within a reasonable timeframe which takes into consideration the length of the student’s visa and the student’s enrolment in future subjects and/or courses. The response is provided through the Student Complaints & Appeals Response Form. A copy of this is kept on the student file.
- Any written complaint/appeal will be documented in the Complaints Register/Appeals Register and the problem will be resolved fairly and equitably within a nominated time frame
- If the complaint/appeal is still unresolved, the Student will be advised of external organisations, e.g. ACPET, police, counselling organisations, Consumer Affairs that may be able to assist. See external appeals below.
- All records of any complaint/appeal will be kept on file.

Academic Appeals Policy

The College seeks to prevent appeals by ensuring that Students are satisfied with their course and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with Students.
Any issue about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the issue. Appeals must be made within 20 working days of receipt of assessment results. All records of any appeals will be kept on file.

**Appeal Procedure:**

- The student wishing to make an appeal must fill the *Formal Academic Appeal Form* and submit it to the Course Coordinator.
- The process commences within 10 working days of the lodgement of the appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.
- The Course Coordinators provide a written statement of outcome within a further 10 working days.
- The details of the appeal are recorded on the Academic appeals register.
- Seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal
- If the appeal is still unresolved, the Student will be advised of external organisations, eg Consumer Affairs or the relevant Government Department (Department of Education/ DIAC) that may be able to assist.

**External Complaints/Appeals:**

There is an external complaint/appeal process available to Students if they have exhausted the above procedures and still feel unsatisfied. If the internal complaint/appeal process is unable to resolve the dispute, Students will be referred to an independent third party nominated by ANC.

The Student should lodge a *written appeal* to the Campus Officer within 10 working days of receiving notice of the outcome of the internal complaint/appeal process. All costs for this process will be covered by the College. Students may also seek legal redress through the usual court processes if they feel unsatisfied at their own cost.

**External Appeals Procedure:**

- The College will issue a copy of the College Complaints & Appeals Policy and Procedure to all Students under the ESOS Act and National Code.
- If a student wants to lodge an external appeal they must fill the External Appeals Form and submit it to the Campus Officer within 10 working days of receiving notice of outcome of the internal/complaint or appeals process.
- The Campus Officer will then send the student the Appeals form used by ACPET along with details on the procedure for Appeal followed by ACPET to the student. Please note student has to pay for the lodgement of Appeals form to ACPET. This fee is paid directly to ACPET.
- ACPET will then follow its appeals process as outlined in the document provided to the student and make a decision. The provider and the student will be notified of this decision and the provider will take
appropriate actions based on the outcome. The provider will also inform the student of the actions it intends to take following the outcome.

- Any written external appeal will be documented in the External Appeals Register.
- All records of the external appeal will be also kept on student file.

If the complaint/appeal is against the College’s decision to report the student for:

- Unsatisfactory course progress
- Unsatisfactory attendance

The College will maintain the student’s enrolment (ie. not report the student for unsatisfactory progress or attendance) until the external complaints/appeals process is complete and has supported the College’s decision to report. The College will wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student’s visa – it may result in automatic cancellation.

If the complaint/appeal is against the College’s decision to:

- defer or suspend a student’s enrolment due to misbehaviour
- to cancel the student’s enrolment

The College only needs to await the outcome of the internal complaints/appeals process (supporting the College) before notifying DEEWR through PRISMS of the change to the student’s enrolment.

Once DEEWR has been notified of a deferment, suspension or cancellation of a student’s enrolment, the student has 28 days in which to:

- leave Australia
- show the Department of Immigration and Citizenship (DIAC) a new Confirmation of Enrolment (CoE) or
- provide DIAC with evidence that he or she has accessed an external appeals process.