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. 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 Procedure:

- The College will issue a copy of the College Complaints 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 letter or email to the Campus Officer within 20 working days. 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 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 Campus Officer will provide to the complainant, a copy of the College’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 organisations, e.g. ACPET, police, counselling organisations, Consumer Affairs that may be able to assist. See external appeals below.
- All applicants shall be given the opportunity to formally present their case to the mediator
- The applicant shall be notified in writing the outcomes of the complaint
- All records of any complaint will be kept on file.
Documentation:

- The College will maintain a Student Appeal Form and Appeals Register which will allow identification and detail of the following issues:
  - Submission date of complaint
  - Nature of complaint
  - Date/s when cause of complaint occurred
  - Attachments (if applicable)
  - Determined Resolution
  - Date of Resolution.

Student appeals procedures

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:

- Notify Trainer within 20 working days of receiving any result
- Trainer and/or Campus Officer provide a written statement of outcome within a further 10 working days
- 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 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.

All records of any complaints/appeals will be kept on file. If the decision of the complaint or appeal supports the Student, the College will immediately implement the decision and advise the Student of the outcome.

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

 or

• 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

 or

• 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.