

## TC Student Complaints and Appeal Policy and Procedure

### 1. Purpose

The purpose of this policy and procedure is to define the system available to students for dealing with complaints (grievance) and appeals, independent resolution, and student rights to meet Standard 6 of Standards for Registered Training Organisations 2015 and ESOS 2018 (Standard10) and Higher Education Support Act 2003 Students who are concerned about the conduct of TrEd College and are encouraged to attempt to resolve their concerns by informally discussing the issue with the people involved. If this is not possible or a resolution cannot be met then this procedure must be used.

### 2. Definitions:

- **“TC”** – TrEd College trade as TrEd College and any reference in this policy relating to “TC” is TrEd College. For the purpose of this Policy, any reference to ‘TC’ should be considered a reference to TrEd College.
- **Complaint:** Any expression of dissatisfaction with an action, product or service provided by TC to a student or client
- **Grievance:** Refer to complaint
- **Appeal:** is where a student or client, may dispute the outcome of a decision that is made by TC. The decision may be an academic outcome or regarding any aspect of TC’s operations.
- **Formal complaint:** refers to an official complaint lodged using the TC complaints register and made in writing by the student or client.
- **Informal complaint:** refers to an unofficial complaint, but can be suggested through student feedback avenues
- **Student:** A student enrolled in a course that is being assessed by TC.
- **ESOS ACT** means Education Services for Overseas Students ACT 2000
- **National Code ESOS 2018** means National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- **Prospective student:** refers to a person who is seeking information about the course(s) to consider applying for admission into an THC course.
- **CoE** means Confirmation of Enrolment
- **DET** means Department of Education and Training
- **DoHA** means Department of Home Affairs
- **‘PRISMS’** means the Provider Registration and International Students Management System (the electronic system that holds CRICOS and the electronic confirmation of enrolment);
- **RTO Manager:** refers to THC’s student management system.

**Academic Complaint** refers to a complaint against a decision made about an assessment completion, failure to meet a satisfactory academic progress, an academic result, the quality of the course delivery, failure to provide services or materials included in an agreement, which may include, and it is not restricted to complaints regarding course progress, assessment outcomes, training delivery or course grades.

**Non Academic Complaint** refers to a complaint against a person or against an operational or personal decision and/or a fact that creates discomfort, which may include but is not limited to operational, racial or sexual discrimination, unfair treatment, physical or verbal abuse, refusal of admission, non-payment of fees, and incorrect advice given prior to enrolment.

The National Training Manager and General Manager has overall responsibility for monitoring and ensuring correct and consistent implementation of this policy.

For Academic Complaints/Appeals, National Training Manager has responsibility for implementing the process.

For Non-Academic Complaints/Appeals, the General Manager has responsibility for implementing the process.

### **3. Policy Statement:**

TC is committed to providing an effective, efficient, timely, fair and confidential complaints and appeals procedure for all students.

The TC Academic Board is accountable for ensuring that this policy meets the requirements of the Standards for Registered Training Organisations and is consistent with the TC obligations in regard to the principles of access and equity.

### **4. Policy**

**4.1** TC is committed to providing effective, fair, efficient, timely and confidential complaints and appeals procedure that is essential for all its students to have access to.

**4.2** All TC students are encouraged to resolve any complaints or feedback informally with their Educator, an Educator Support Officer assigned to their intake or to Student Support Service Officers before making a formal complaint.

**4.3** All prospective students will be provided with Course brochure, student handbooks, and course handbooks which provides information on complaints and appeals prior to enrollment. As TC provide an approachable and accessible environment for students where we encourage open communication either by visiting the campus, or by phone/email, if students wish to directly approach Management to make a complaint, students can send direct complaints to the CEO, by emailing [nutan@tredcollege.edu.au](mailto:nutan@tredcollege.edu.au).

**4.4** All TC staff are inducted on the Students complaints and appeals policy at Induction and can access this policy via TC Microsoft teams.

**4.5** It is critical that all parties are familiar with all steps involved in this procedure and a clear understanding of the escalation process to ensure all students have been clearly and fairly informed of this procedure.

**4.6** Students will be provided with details of external authorities they have the right to approach and seek further guidance/advice from if required. This information is also provided in the student handbooks in the Student Support external services content.

**4.7** Students have a right to include a mediator/third person involved at any stage of their complaint or appeal. Any costs associated with this will be at the expense of the student. It is a requirement that all third party nominees must provide their photo ID while accompanying the student on TC grounds.

**4.8** All complaints will be addressed within 5 working days of TC receiving the complaint to ensure sufficient time for TC staff to investigate the complaint, within 7 days of the complaint, TC will make every attempt to resolve the complaint or appeal and communicate this with the student. TC understand transparency is key to resolution process and encourage students to follow up on complaints and appeals at any given time.

**4.9** Students may raise concerns relating to training delivery and assessment, the quality of teaching and resources, student amenities, behavior of staff, lack of access to facilities e.g Student areas, lab equipment etc, discrimination, sexual harassment, and any other issues that may arise.

**4.10** Students have every right to pursue other legal remedies.

## 5. PROCESS

### 5.1 INFORMAL PROCESS:

1. Students are encouraged to resolve issues informally by speaking to the Educator, Education Support Officer, or Student support service officer with which they have a complaint.
2. If not satisfied students are further encouraged to speak to the Student Support Services Manager or the National Training Manager of THC and present their complaint. The National Training Manager will try and resolve the issue and come to a satisfactory solution. If not satisfied student must follow the formal complaints process.

### 5.2 Formal Complaints Process:

1. Students should complete a 'Student Complaints and Appeals Form' available from THC website, or the THC campus. The paper forms are submitted to the Student Support Services Manager.
2. The complaint is recorded in RTO Manager under the student's profile.
3. TC follows a governance structure that enables correct flow of complaints going to the relevant authorities dependent on type of complaint. The complaint goes through the committees to get resolved as well as for continuous improvement of the college.
4. During any stage of the investigation to a complaint or appeal, the student or client has the opportunity to formally present their case and has the right to be accompanied by a mediator/third party nominee of their choice. Any costs associated with this will be at the expense of the student. It is a requirement that all third party nominees must provide their photo ID while accompanying the student on TC grounds.
5. The student or client is informed in writing of the outcome of their complaint within **10 working days** and this outcome will be recorded in RTO Manager under the student's or clients profile.
6. Students may use the Formal Appeals Process if they are not satisfied with the outcome of the complaint resolution.

### 5.3 Formal Appeals Process

1. Students should complete a 'Student Complaints and Appeals Form' available from the TC website, at TC campus. Paper forms are submitted to the Student Support Services Manager.
2. The Appeal is recorded in RTO Manager under the student's profile.
3. TC will convene a panel comprised of the Board of Directors who were not involved in the case added to the panel for appeals who will further review and investigate the appeal and make a decision.

4. The appellant will be given an opportunity to formally present their case to the panel has the right to be accompanied by a mediator/third party nominee of their choice. Any costs associated with this will be at the expense of the student. It is a requirement that all third-party nominees must provide their photo ID while accompanying the student on TC grounds.
5. The student or client is informed in writing of the outcome of their complaint within **10 working days** and this outcome will be recorded in RTO Manager under the student's or clients profile.
6. Students may use the Independent Mediator if they are not satisfied with the outcome of the appeal process.

#### 5.4 EXTERNAL REVIEW BY AN INDEPENDENT MEDIATOR

TC is committed to providing students with a fair and equitable process for resolving any complaints and therefore, are prepared to offer all complainants and appellants the option of a professional independent mediator. This is to ensure that TC has followed its own policies and procedures, rather than make a decision in place of TC.

The professional mediation services will be agreed upon by both TC and the complainant or appellant and TC will cover the costs.

#### 5.5 MANAGING AND RECORDING OF COMPLAINTS, APPEALS AND EXTERNAL REVIEW OUTCOMES

1. The summary of the complaints, appeals and external review procedures followed, recommendations and outcomes are recorded in RTO Manager under the student profile.
2. If the complaint or appeal is against a staff member then it should be recorded in the staff's HR files. The National Training Manager will inform HR of the details of complaints/appeal and the outcome.
3. Complaints and appeals are seen as opportunities for improvement as such all outcomes of complaints and appeals and the tasks generated consequently will be logged in the Action Plan Register and then the continuous improvement register.
4. The outcomes and details of the complaints and appeals will be saved for record keeping purposes in TC's Student Complaints and Appeals section in Microsoft Teams. This is also recorded under the student's profile in RTO Manager. The complainant and/or appellant shall have appropriate access to these records when requested in writing to the Campus Manager.
5. TC will maintain the enrolment of the student until the complaints and appeals process is completed.
6. TC will maintain the students enrolment throughout the internal appeals processes for all types of complaints or appeals.
7. If the appeal is against TC's decision to defer a student's enrolment due to misbehavior TC will await outcome of the internal process before reporting to relevant government entities of the Change of enrolment.
8. TC will agree for only one external appeal process before reporting the student's information to the Department of Education through PRISMS for student visa holders.
9. If the internal or any external complaint handling or appeal process results in a decision that supports the student, TC will immediately implement any decision and / or corrective and preventative action required and advise the student of the outcome.