

1. Purpose

Sunraysia Institute of TAFE aims to resolve complaints honestly, fairly and without bias.

Australian Quality Training Framework requires the Institute to address complaints and appeals efficiently and effectively. In addition to these requirements, the Institute must meet requirements under the Higher Education Support Act 2003.

2. Scope

This policy applies to all students and persons enrolled and/or seeking entitlement to VET FEE-HELP assistance.

3. Definitions

Complaint: an expression of dissatisfaction with the delivery of academic or non academic, administrative or support services. Written complaints (including email) will be recorded and reported.

Complainant: person making the complaint.

Respondent: someone who responds to a student complaint allegation.

Student: any person enrolled at the Institute.

4. Responsibility

The Manager HR Services is responsible for the administration of this policy.

5. Legislative Context

Ombudsman Victoria's Good Practice Guide November 2007

Information Privacy Act 2000

Public Records Act 1973 (PROV's)

Higher Education Support Act 2003

AQTF 2007 (Element 2.6)

Education Services for Overseas Students Act 2000 (ESOS Act)

Education Services for Overseas Students Regulations 2001 (ESOS Regulations)

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code)

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Authorised by: This Policy is authorised by the **Board**

Original Issue: 16/03/09

Date of the original authorisation and issue of the policy

Maintained by: Manager HR Services

Last review date: 28/04/09

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Date of the most recent amendment to the policy

Next Review Date: 28/04/12

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6. Process

This process does not apply in instances where a complaint received by a student relates to the following:

- Illegal behaviour
- Harmful to complainant or others
- Putting Institute or community at risk

6.1 The Institute has implemented for Academic/Non-Academic student matters a process outlining the handling of complaints which is easily accessible to students who are or would be, entitled to VET FEE-HELP assistance. This process is to be undertaken without charge or at a reasonable cost to the complainant and encourages the timely resolution of the complaint.

This process includes:

- 6.1.1 the provision for independent internal investigation of complaints which remain unresolved.
 - 6.1.2 the provision for external review of decisions made following any internal investigation and
 - 6.1.3 consideration of any recommendations arising from the external review.
- 6.2 All complaints procedures will:
- 6.2.1 have specified timelines for responses of each stage of the process allow the complainant and/or respondent to be accompanied and assisted by a third party if desired.
 - 6.2.2 state that decisions and actions are given in writing if requested by the complainant and or/respondent.
 - 6.2.3 ensure that a retention period of appropriate records of all complaints are kept for a 15 year period (PROVs), and allow access to these records by the complainant regardless of the location of the campus at which the complaint has arisen, the mode of study or persons place of residence. Such records are treated as confidential.
 - 6.2.4 ensure that complainants and respondents are not victimised or discriminated against.
 - 6.2.5 be complete, unambiguous and agreed to and ratified by the Institute.
- 6.3 Complaints procedures will be published and made publically available on the Institute's website through the Student Support Services Unit.
- 6.4 Complaints procedures will be communicated in writing to staff who will be appropriately trained in their application.
- 6.5 Complaints procedures will be communicated to International Students during the orientation program.

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7. Associated Documents

Complaints Procedure
Refund of Course Fees Policy
International Student Transfer Policy
International Student Transfer Procedure
International Student Fee Refund Policy
International Student Fee Refund Procedure
Privacy Policy
ESOS Compliance and Policy Framework

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