1. Purpose

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

The National VET Regulator (NVR) requires the Institute to define the complaints and appeals process that ensures learners complaints and appeals are addressed effectively and efficiently. In addition to these requirements, the Institute must meet requirements under the Higher Education Support Act 2003.

2. Scope

This policy applies all current, prospective and past students of Sunraysia Institute of TAFE and employers of Apprentices and Trainees of Sunraysia Institute of TAFE.

3. Policy

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

3.1.1. Illegal behaviour
3.1.2. Harmful to complainant or others
3.1.3. Putting Institute or community at risk

3.2. The Institute has implemented for Academic/Non-Academic student matters a process outlining the handling of complaints and appeals which is easily accessible to current, prospective and previous students, including those who are or would be entitled to VET FEE-HELP assistance.

This process also applies to employers of apprentices and trainees studying at the Institute. The process is undertaken without charge and encourages the timely resolution of the complaint.

3.3. All complaints and appeals will:

3.3.1. Be recorded by HR Services;
3.3.2. Have specified timelines for responses of each stage of the process;
3.3.3. Allow the complainant and/or respondent to be accompanied and assisted by a third party if desired;
3.3.4. State that decisions and actions are given in writing if requested by the complainant and or/respondent;
3.3.5. Ensure that complainants and respondents are not victimised or discriminated against; and
3.3.6. Be complete, unambiguous and agreed to and ratified by the Institute.

3.4. The process includes:

3.4.1. The provision for appeal through an independent internal investigation of complaints which remain unresolved;
3.4.2. The provision for external review of decisions made following any internal investigation; and

3.4.3. Consideration of any recommendations arising from the external review.

3.5. Student Complaints and Appeals Policy and associated procedures will be published and made publically available on the Institute’s website, through the Student Support Services Unit and communicated to students during an orientation program.

3.6. Student Complaints and Appeals Policy and associated procedures will be available on the Institute Portal.

4. Definitions

<table>
<thead>
<tr>
<th>Acronym/Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Appeal</td>
<td>A formal request for a change in or confirmation of a decision.</td>
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<tr>
<td>Complaint</td>
<td>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.</td>
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<tr>
<td>Complainant</td>
<td>The person making the complaint.</td>
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<tr>
<td>HR</td>
<td>Human Resources</td>
</tr>
<tr>
<td>Institute</td>
<td>Sunraysia Institute of TAFE</td>
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<tr>
<td>Investigating Officer</td>
<td>The staff member who is delegated the responsibility of investigating and responding to the complaint.</td>
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<tr>
<td>Prospective Student</td>
<td>A person seeking to enrol with the Institute.</td>
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<tr>
<td>Previous Student</td>
<td>A previous student who has completed studies.</td>
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<tr>
<td>Respondent</td>
<td>Person the complaint is in regards to (if relevant).</td>
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<tr>
<td>Student</td>
<td>Any person enrolled at the Institute.</td>
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5. Legislative Context

- Ombudsman Victoria’s Good Practice Guide November 2007
- Privacy Amendment Act 2012
- Public Records Act 1973 (PROV’s)
- Higher Education Support Act 2003
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2001 (ESOS Regulations)
6. Associated documents

6.1. Associated Policies

- Information Privacy Policy
- Student Code of Conduct Policy
- International Student Transfer Policy
- International Student Fee Refund Policy

6.2. Associated Procedures

- Student Complaints Procedure
- Student Reviews and Appeals Procedure

6.3. Associated Forms

- Informal Complaint Report Form
- Formal Complaint Form

6.4. Other associated documents

- Investigation Report
- ESOS Compliance Policy.

7. Responsibility

The Director Organisational Capability is responsible for ensuring compliance with this policy, and its associated procedures and systems.

8. Review Frequency

This policy is to be reviewed every three (3) years at a minimum.