



Australian National
Institute of **Business**
and **Technology**

Complaint Policy – General

Purpose

The aim of ANIBT Complaints Policy is to provide a fair and equitable process for resolving complaints/conflicts of clients, employees, students or others that deal with the organisation.

2.0 Scope

2.1 This policy covers all matters relating to staff, students, and clients of the Australian National Institute of Business and Technology.

3.0 Definitions

3.1 N/A

4.0. Responsibility

4.1 It is the responsibility of the Chief Executive Officer to ensure this policy is implemented.

5.0 Policy Contents/Statements

5.1 The importance of seeking a resolution to any conflict between ANIBT and clients, employees or students in a professional and ethical manner.

5.2 ANIBT recognises that all clients, employees and students have the right to and are encouraged to openly discuss expectations and problems, or to lodge a complaint where they consider there are genuine grounds for a complaint.

5.3 At no stage during the complaints process will the student be disadvantaged in any way. The student will still be entitled to all their protected rights as an enrolled International student under legislation be it the ESOS Act or The National Code of Practice. The Students enrolment will not be suspended, deferred or cancelled during the complaints and appeals process.

5.4 The principles of fairness, ethics and social justice will be promoted in all ANIBT dealings with clients, employees and students.

5.5 ANIBT to incorporate conflict management principles into all processes involved in lodging a complaint.

5.6 ANIBT to develop a procedure for lodging and dealing with a complaint that is easily accessible and not unduly complex.



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5.7 ANIBT to treat all complaints with honesty, integrity and fairness to all concerned.

5.8 ANIBT to assist clients, employees and students with access to an independent review of a complaint should the need arise.

5.9 ANIBT to ensure complaints are processed in an appropriate timeframe.