

STUDENT COMPLAINTS POLICY & PROCEDURE

1.0 Purpose

The purpose of this Policy & Procedure is to define the system available to students for dealing with complaints. Also it defines the system used to meet the requirements of:

National Code of Practice-Standard 8

2.0 Responsibility

2.1 The Manager – Academic and Student Services (MASS) is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

3.1 Students may raise any matters of concern relating to the training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

3.2 Students are encouraged to resolve their concerns and complaints using this procedure.

3.3 The current complaints and appeals process must be available on ANIBT's website. ANIBT will maintain a current copy for students and prospective students to inspect or read. A hard copy is available upon request from the Student Services.

3.4 All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.

3.5 Unless otherwise decided by the Manager – Academic Delivery and Compliance (MADC), all formal complaints will be handled by the MASS. If the formal complaint or grievance is in respect to the MADC or the MASS; then, the CEO will handle that complaint or grievance.

3.6 The Institute will ensure that students have a clear understanding of the steps involved in the procedure

3.7 Students will be provided with details of external authorities they may approach, if required.

3.8 At any stage in the complaints process students are entitled to have their own nominee included in the resolution process.

3.9 All complaints will be managed fairly and equitably and as efficiently as possible.



3.10 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.

3.11 Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

3.12 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-
Contact the Law Institute of Victoria, 470 Bourke St, Melbourne 3000, and telephone 9602 5000 for a referral to a solicitor.

3.13 If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, this will be reported to the ANIBT Management meeting as part of the continuous improvement process.

4.0 Method

Informal Process

4.1 Any student with a question or complaint may raise the matter with staff of ANIBT and seek an informal resolution of the question or complaint. Trainers are the preferred first point of contact with students. Any issues related to training will be managed by trainer.

4.2 Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the Institute staff member involved determines that the issue question or complaint was relevant to the wider operation of the Institute or if the student requests that the matter be documented and placed on his or her student file.

4.3 Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Formal Complaints

4.4 Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the Student Complaint Form. The MASS will contact the student and arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.

4.5 ANIBT complaint forms are available from administrative office and on the ANIBT's website: www.anibt.vic.edu.au.



4.6 All complaints shall be recorded in the Register of Complaints

4.7 At the stage of the complaint meeting the complaint must be recorded in writing and signed and dated by the complainant and the MASS. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.

4.8 The student may be accompanied and assisted by a support person at any relevant meetings.

4.9 The MASS will then attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing.

4.10 A maximum time of 20 working days from the date the complaint was lodged will be allowed for the resolution unless the student agrees in writing to extend this time. This period is called the resolution phase.

4.11 At the end of the resolution phase the MASS will report, in writing, the Institute's decision to the student. The Institute decision and reasons for the decision will be documented by the MASS and placed in the student's file.

4.12 Following the resolution phase the Institute must implement the decision as conveyed to the student

4.13 If a student is dissatisfied with the outcome of the formal complaint process; then the student may institute the appeals process by completing the appeals form. The appeals form is available at administrative office.

4.14 Any complaints that are lodged as a result of, or relate to criminal activities are outside of this process, and shall be referred to the appropriate authorities, or legal representatives for their attention.