



Complaints & Appeals – Student Fact Sheet

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Students of ANIBT are encouraged to discuss any issues relating to their studies at ANIBT. Student complaints and academic appeals will be taken seriously and the matter addressed as soon as possible.

ANIBT has established a simple process for dealing with complaints. Information regarding complaints is provided at orientation and in the student handbook, copies of the Complaints Policy are available on request and are documented in the Student Handbook and the ANIBT website.

Please note that there is a suggestion box provided at the Reception area through which suggestions and general feedback can be made. You will also be asked to provide feedback at the end of each term of study.

General information about complaints/appeals:

- A complaint can be a grievance about a situation, a process, a person or people, a facility or a service provided by ANIBT. A complaint is not about an academic result.
- A formal complaint can be lodged in writing by letter or by email. An Appeal and Complaint Form should be attached to the complaint. A student can discuss their complaint with any member of staff but should lodge their initial form with the Manager Academic and Student Services (MASS). A written record of the complaint will be kept on file.
- If the student chooses to access ANIBT's complaints and appeals processes, their enrolment will be maintained while the process is ongoing. **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.**
- A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.
- All ANIBT staff can respond to a complaint. A student must lodge their complaint with only one member of staff at ANIBT. If the complaint needs to be escalated, the staff member must follow the complaint policy.
- ANIBT will investigate and respond to all complaints lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.



- ANIBT treats all complaints in confidence and must seek the permission of the student before discussing the complaint with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
- If the process results in a decision that supports the student, ANIBT will immediately implement the decision or preventive action required and advise the student of the outcome.
- Students who are not happy with the outcome of their complaint can take further action through the Overseas Student Ombudsman or other external body such as ASQA. Further information is documented in the Student Handbook and on ANIBT website.