

Policy Number & Name: RTOPRO061 Complaints and Appeals Policy – International Students

Policy Area: Crown College International – International Students Only

Authorised by: Internationalisation Advisory Committee

CRICOS Provider No 03582D

Organisation Definition:

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the “college” should be considered a reference to any of these respective trading names.

1. Policy

1.1 This policy and accompanying procedure outlines the complaints and appeals process for international students as indicated in Standard 8 of the National Code 2007. This policy and procedure does not negate the right of any international student to take other action under Australian laws.

1.2 This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. This process provides opportunity for complaints and appeals to be forwarded to management in a timely and confidential manner.

2. Scope

2.1 The General Manager, Learning & Development of Crown College International is the Complaints Resolution Officer. The Group General Manager may delegate responsibility for the resolution of the complaint if necessary.

2.2 This policy provides clients with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes

3. Responsibility

The International Student Support Officer is responsible for implementing this policy and procedure and referring all actions to the General Manager, Learning & Development. Crown College International Trainers/Assessors are responsible for dealing with matters raised directly by students. Any additional enquiries are to be referred to the Group Manager, Operations.

4. Procedures

4.1 Complaints and Appeals

- 4.1.1 If an international student has a complaint they are encouraged to speak immediately with a Crown College International employee or trainer to try to resolve the issue.
- 4.1.2 If the international student (the complainant) is not satisfied that the issue has been resolved they will be asked to complete Complaints & Appeals Form available from student administration or the International Student Support Officer.
- 4.1.3 Crown College International will then investigate the complaint and advise the complainant of the outcome.
- 4.1.4 If the complainant is not satisfied with the outcome they may write to the General Manager, Learning & Development setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

4.2 Complaints Process

- 4.2.1 All complaints shall follow the below procedure:
 - a) Be made in writing within 5 days of the incident using the standard Complaints and Appeals Form (CAF)
 - b) A submitted CAF will constitute a formal complaint from the international student
 - c) The General Manager, Group Manager – Operations and the International Student Support Officer must be informed of receipt of all complaints
 - d) The General Manager may delegate responsibility for the resolution of the complaint
 - e) In the case of a complaint, the General Manager will initiate a transparent, participative investigation to identify the issues
 - f) Assessment complaints will be processed in accordance with the Appeals Procedure – (Annex A)
 - g) Complaints where possible are to be resolved within ten (10) working days of the initial application
 - h) In all cases the final conclusion will be assessed by the General Manager
 - i) The appellant will be advised in writing of the outcome of their complaint

- j) The appellant has the opportunity to present their case at no cost
- k) All appellant may be accompanied by a third party for assistance and support
- l) The international student will be advised in writing of the outcome of their complaint
- m) If the outcome is not to the satisfaction of the international student, they may seek an appointment with the General Manager
- n) If the international student is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint
- o) All complaints will be handled as “Employee-In-Confidence” and will not affect or bias the progress of the international student in any current of future training.

4.3 Appeals Process

4.3.1 All appeals shall follow the below procedure:

- a) Be made in writing within 5 days of notification of the assessment decision using the CAF
- b) A submitted CAF will constitute a formal appeal from the international student
- c) The General Manager, Group Manager – Operations and the Student Support Officer shall be informed of receipt of any appeal
- d) The General Manager may delegate responsibility for the resolution of the appeal
- e) In the case of an appeal, the General Manager will initiate a transparent, participative process to deal with the issues at hand
- f) Appeals will be processed in accordance with the Appeals procedure – (Annex B)
- g) The appellant has the opportunity to present their case at no cost
- h) All appellant may be accompanied by a third party for assistance and support;
- i) Appeals where possible are to be resolved within ten (10) working days of the initial application
- j) In all cases the final conclusion will be endorsed by the General Manager
- k) The international student will be advised in writing of the outcome of their appeal
- l) If the outcome is not to the satisfactory of the international student, they may seek an appointment with the General Manager
- m) If the international student is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal
- n) All appeals will be handled as “Employee-In-Confidence” and will not affect or bias the progress of the international student in any current of future training.

4.4 External Appeals

4.4.1 If the international student is dissatisfied with the conduct or result of the complaints and appeals process, they may seek redress through an external body at minimal or no cost within two weeks of a decision.

4.4.2 The external review will be formally considered by an agent external to Crown College International. The external review process should only be instigated when the internal appeals processes have been exhausted.

4.4.3 Crown College International can source an independent mediator through the Resolution Institute (formally LEADR and IAMA). The contact details for the Resolution Institute:

Level 1 and 2, 13 -1 5 Bridge Street, Sydney NSW 2000

Freecall: 1800 651 650

Email: infocus@resolution.institutue

4.4.4 The costs of such mediation will be advised to the student and will be shared by Crown College International.

4.4.5 If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Crown College International, they may contact the Overseas Students Ombudsman at no cost.

The Overseas Students Ombudsman offers a free and independent service for international students and can be contacted on:

Phone: 1300 362 0111

Post: Commonwealth Ombudsman, GPO Box 442, Canberra, ACT 2601

Website: www.ombudsman.gov.au

4.5 Actioning the Outcomes

4.5.1 Where the complaint or appeal is upheld, Crown College International will implement the required corrective action within twenty-eight (28) days and advise the student of the outcome including details of the reasons for the outcome.

4.6 Maintaining Student Enrolment

- 4.6.1 Crown College International will maintain the international student's enrolment throughout the internal appeals process for all types of complaints or appeals, however, the student may be advised not to attend class if the action is being taken due to misconduct.
- 4.6.2 If the appeal is against Crown College International's decision to report the student's unsatisfactory course progress or unsatisfactory attendance, the student's enrolment will be maintained and the International Student Administrator will not report the student to the Department of Immigration and Border Protection (DIBP) until the external appeals process is complete and has supported Crown College International's decision to report.
- 4.6.3 Crown College International will allow access to learning opportunities throughout the entire appeals process unless the subject of the complaint or appeal is misconduct.
- 4.6.4 If the appeal is against Crown College International's decision to report the student for:
- i. **Unsatisfactory course progress or unsatisfactory attendance** – the student's enrolment will be maintained and not reported as unsatisfactory progress or attendance until the external complaints and appeals process is complete and has supported Crown College International's decision to report a student for unsatisfactory progress or attendance as it may result in the cancellation of the student's visa.
 - ii. **Deferral or suspension of a student's enrolment due to misconduct or to cancel a student's enrolment** – Crown College International will await the outcome of the internal appeals process and if supporting Crown College International's decision and then report the student via PRISMS of the change of the student's enrolment.
- 4.6.5 Once the Department of Education has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has twenty-eight (28) days in which to:
- i. Leave Australia
 - ii. Show DIBP a new Confirmation of Enrolment (CoE) or
 - iii. Provide DIBP with evidence that they have accessed an external appeals process.

4.6.6 Dependent on the reason for the complaint and/or appeal Crown College International may decide to exclude a student from attending classes, but continue to provide learning materials to complete training outside of the Crown College International campus.

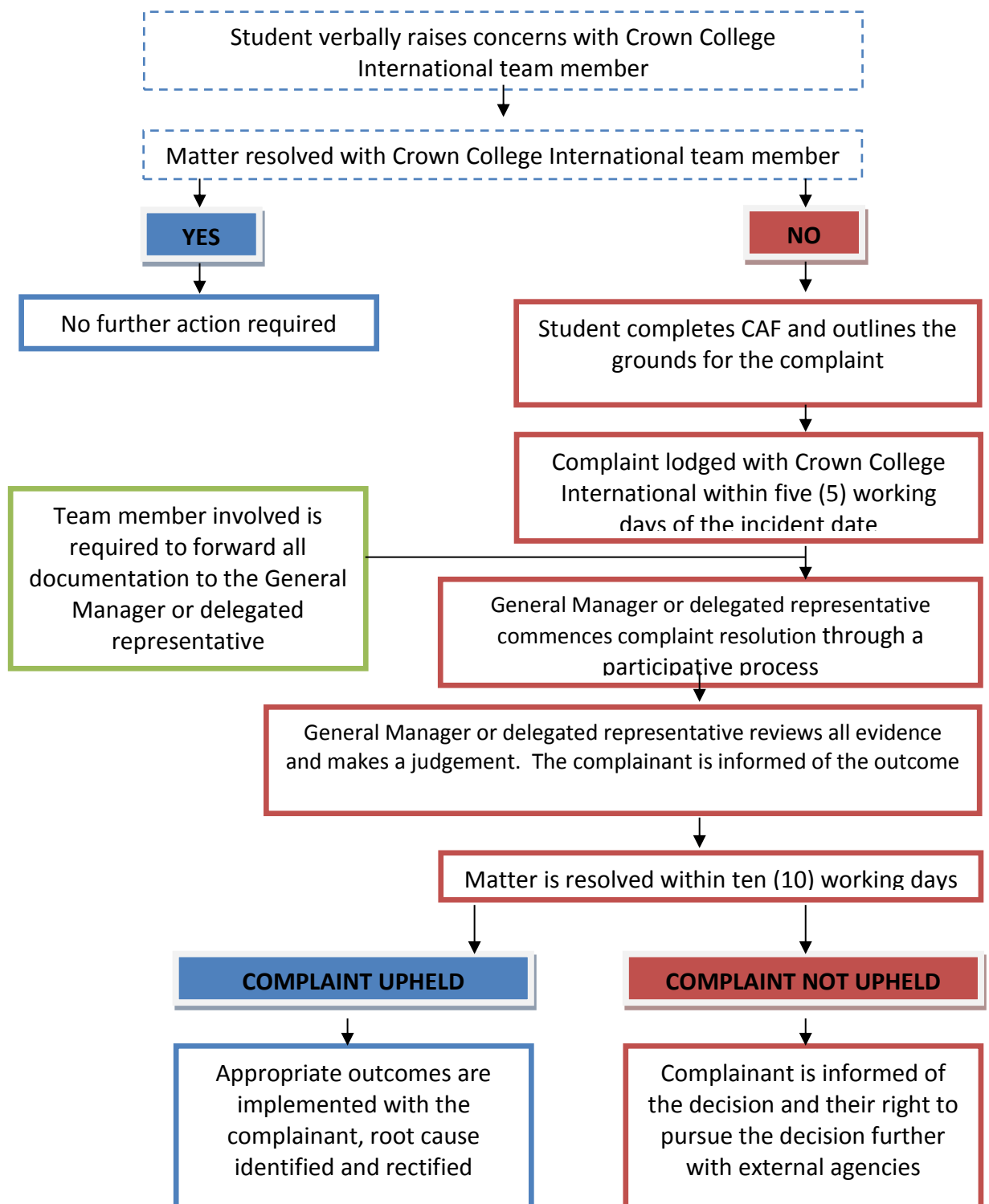
4.7 Administration

4.7.1 All complaints and appeals will be discussed at Management Review Meetings for continuous improvement of the processes.

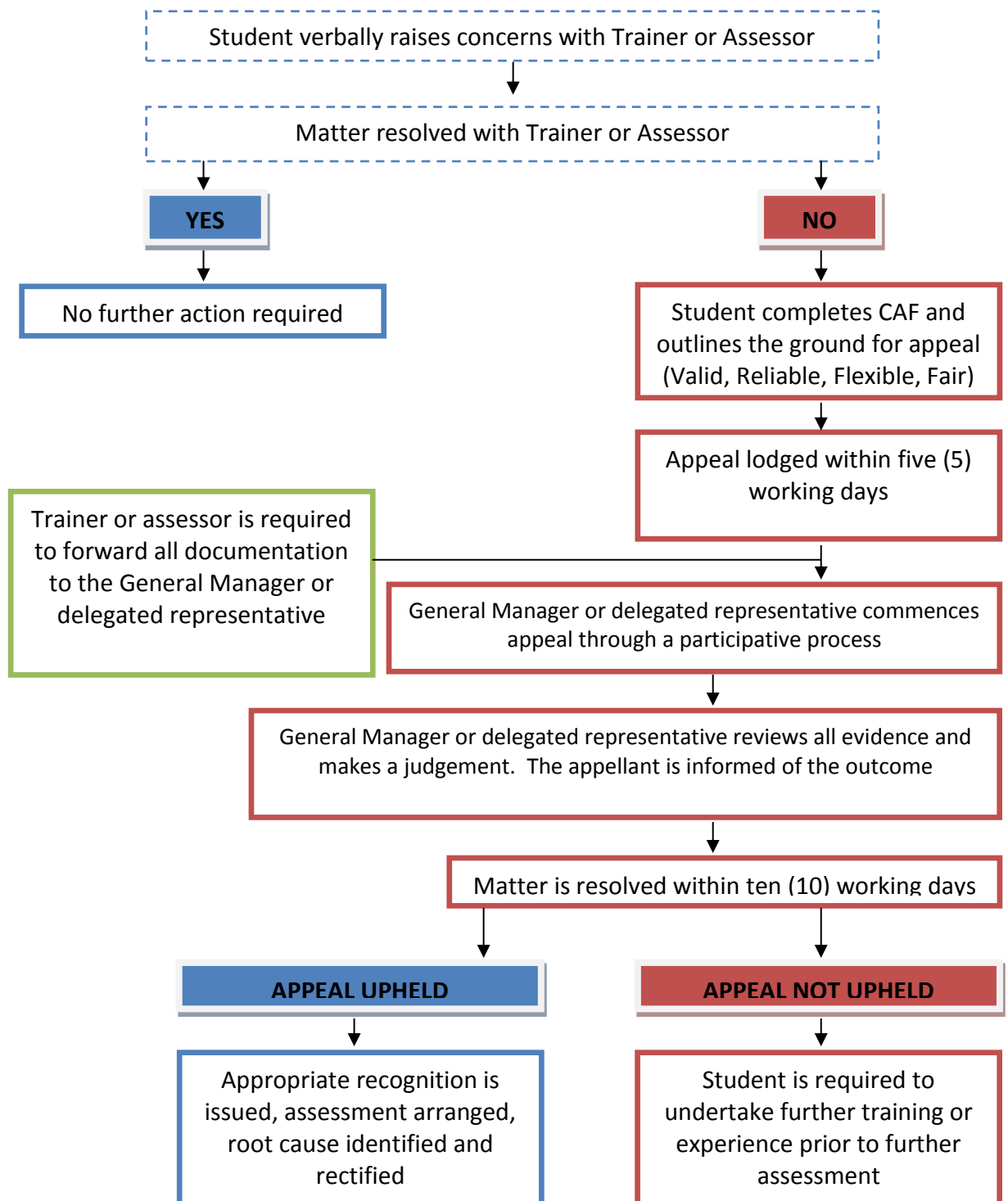
4.7.2 All Complaints and Appeals will be updated in the student's file to record any outcome and any subsequent actions.

4.7.3 Details concerning the scope of the Complaints and Appeals Policy are to be clearly displayed throughout Crown College International.

ANNEX A: Complaints Process



ANNEX B: Appeals Process



5. Related Documents

Complaints & Appeals Form
Complaints Progress form
Complaint Warranted Letter
Complaint not Warranted Letter
Corrective Action Form
Assessment Appeals Policy

6. Policy Publication

All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

7. Definitions

Complainant refers to students who are lodging a complaint with Crown College International.

Academic matters include those matters, which relate to student progress, assessment, course content, training environment or awards in a CRICOS registered course of study. For example: students may have decisions on their assessments reviewed if they feel a decision has been made in error. If the matter is an academic matter the Assessment Appeals Policy and process should be followed.

Non-Academic matters include those matters which do not relate to student progress, assessment, curriculum and awards in a CRICOS registered course of study and includes complaints in relation to personal information that the CRICOS provider holds in relation to the international student and the handling of student personal information, the behaviour or actions of a Crown College International team member and the behaviour or actions of another student.

8. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By

Document ID RTOPRO061	Version No 1.0	Controlled copy, uncontrolled when printed
Release Date Jan 2017	G:\HR\TRAINING\4. CROWN COLLEGE - INTERNATIONAL\POLICIES & PROCEDURES\RTOPRO061 Complaints and Appeals Policy - International Students.docx	