

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

**Policy Area:** Crown College International – International Students Only

**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 **non-academic** complaints and appeals process for international students as indicated in the National Code 2018. This policy and procedure does not negate the right of any international student to take other action under Australian laws.
- 1.2** The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved.
- 1.3** This policy is implemented to make all employees and students aware of their right to appeal and/or make a complaint against any decision or fact that has affected their study experience at Crown College International.
- 1.4** This policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner.

**2. Scope**

- 2.2** This policy and procedure refers to all types of Complaints and Appeals with the exception of **Assessment Outcomes**. Students are to refer any to the RTOPRO069 Assessment Appeals Policy regarding any academic appeals.

**3. Responsibility**

- 3.1** The International Student Support Officer is responsible for implementing this policy and procedure and maintaining all associated records.
- 3.2** Crown College International Trainers/Assessors are responsible for dealing with matters raised directly by students.

## **4. Procedures**

### **4.1 Informal Complaint**

- 4.1.1 If a student has a complaint they are encouraged to speak immediately with a Trainer/Assessor to try to resolve the issue.
- 4.1.2 If a student is not satisfied that the issue has been resolved, they may contact the International Student Support Officer to try to resolve the issue.
- 4.1.3 If a student is not satisfied that the Trainer/Assessor or International Student Support Officer has resolved the issue, they may lodge a formal complaint in writing.

### **4.2 Lodging a Formal Complaint**

- 4.2.1 The formal complaint procedure is:
  - i. Any formal complaint must be submitted to the International Student Support Officer;
  - ii. Any formal complaint should be made in writing preferably using the Complaints and Appeals Form (CAF) or from the students email address registered with Crown College;
  - iii. The International Student Support Officer is responsible for ensuring the student is notified of the receipt of their complaint within five (5) working days of receiving the complaint;
  - iv. The International Student Support Officer will investigate the complaint and document all outcomes on the Complaints and Appeals Progress Form;
  - v. The student will be provided the opportunity to present their case at no cost;
  - vi. If any meetings or interviews are conducted with the student, they may be accompanied by a third party for assistance and support;
  - vii. Crown College International will maintain the student's enrolment while the complaints process is ongoing. This does not necessarily mean that a student must remain in class;
  - viii. All complaints will be handled in confidence and will not affect or bias the progress of the student in any current or future training;
  - ix. The International Student Support Officer will determine the appropriate resolution for the complaint;
  - x. Any complaints involving people (such as other students or trainers) are to be escalated to the Group Manager, Operations for consultation;
  - xi. Complaints where possible are to be resolved within twenty (20) working days of the initial application;

- xii. The International Student Support Officer will provide a written response detailing the outcome of the complaint to the student;
- xiii. If the student is not satisfied with the decision they are advised of their right to submit a formal appeal of the decision within twenty (20) working days;
- xiv. The student will be advised of their right to appeal any decisions;
- xv. The International Student Support Officer will record all outcomes of the complaint or appeal in the Complaints & Appeals register.

### **4.3 Lodging an Appeal**

4.3.1 Students are assured the right to request a review of, or appeal a decision, in accordance with this policy.

4.3.2 All student appeal applications will be considered with complete regard to confidentiality.

4.3.3 Students are expected to act responsibly and not lodge appeals for vexatious reasons.

4.3.4 The Appeal procedure is:

- i. Any formal appeal must be submitted to the International Student Support Officer;
- ii. Any formal appeal should be made in writing preferably using the Complaints and Appeals Form (CAF) or from the students email address registered with Crown College;
- iii. The International Student Support Officer is responsible for ensuring the student is notified of the receipt of their appeal within five (5) working days of receiving the appeal;
- iv. The International Student Support Officer will investigate the appeal and document all outcomes on the Complaints and Appeals Progress Form;
- v. The student will be provided the opportunity to present their case at no cost;
- vi. If any meetings or interviews are conducted with the student, they may be accompanied by a third party for assistance and support;
- vii. Crown College International will maintain the student's enrolment while the appeal process is ongoing. This does not necessarily mean that a student must remain in class;
- viii. All appeals will be handled in confidence and will not affect or bias the progress of the student in any current or future training;
- ix. The International Student Support Officer will determine the resolution for the appeal and gain approval from the Group Manager, Operations;
- x. In all cases the final conclusion will be endorsed by the Group General Manager, Learning & Development;

- xi. Appeals where possible are to be resolved within twenty (20) working days of the initial application;
- xii. The International Student Support Officer will provide a written response detailing the outcome of the appeal to the student;
- xiii. The student will be advised of their right to externally appeal any decisions;
- xiv. The International Student Support Officer will record all outcomes of the complaint or appeal in the Complaints & Appeals register.

#### **4.4 External Appeals**

4.4.1 Crown College is a member of Resolution Institute Student Mediation Scheme. If the student is dissatisfied with the outcome of the complaint at the end of the internal process, they may wish to have the matter dealt with through an external dispute resolution process facilitated by Resolution Institute. The division of the expenses associated with the mediation e.g. mediator's fee, room hire and possibly travel expenses are to be shared equally between Crown College and the complainant. Further information and a detailed Information Kit is available from <https://www.resolution.institute/membership-information/student-mediation-scheme>

4.4.2 The contact details for Resolution Institute (formally LEADR and IAMA).

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

Freecall: 1800 651 650

Email: [infocus@resolution.institutue](mailto:infocus@resolution.institutue)

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

4.4.4 Once a student has applied all steps of the Crown College International Complaints and Appeals process and they are still dissatisfied about a decision made or action taken by Crown College International, they may contact the Overseas Students Ombudsman at no cost.

4.4.5 The student must notify Crown College International within 10 days of receiving notification of their intent to submit an external appeal.

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

Phone: 1300 362 072

Post: Commonwealth Ombudsman, GPO Box 442, Canberra, ACT 2601  
Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

- 4.4.5 If the student wishes to make an official complaint to the regulator, they can complete the complaint about a training organisation operating under ASQA's jurisdiction form provided by the Australian Skills Quality Authority (ASQA) on their website.  
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

#### **4.5 Maintaining student enrolment**

- 4.5.1 Crown College International will maintain the student's enrolment throughout the complaints and appeals process, however the student may be advised not to attend class or campus if:
- i. the action taken is due to student misconduct; or
  - ii. there is a concern for the ongoing welfare of the student.
- 4.5.2 If the student is appealing a decision by Crown College International to report the student to Department of Home Affairs for unsatisfactory course progress, the student's enrolment will be maintained until the student has been provided the opportunity to access the complaints and appeals process.
- 4.5.3 If the student is appealing a decision by Crown College International to suspend or cancel the student's enrolment, the student's enrolment will be maintained until the student has been provided the opportunity to access the complaints and appeals process.

#### **4.6 Outcomes**

- 4.6.1 Where the complaint or appeal results in a decision or recommendation in favour of the student, Crown College International will implement the required corrective action.
- 4.6.2 Crown College International will advise the student in writing of the action taken.

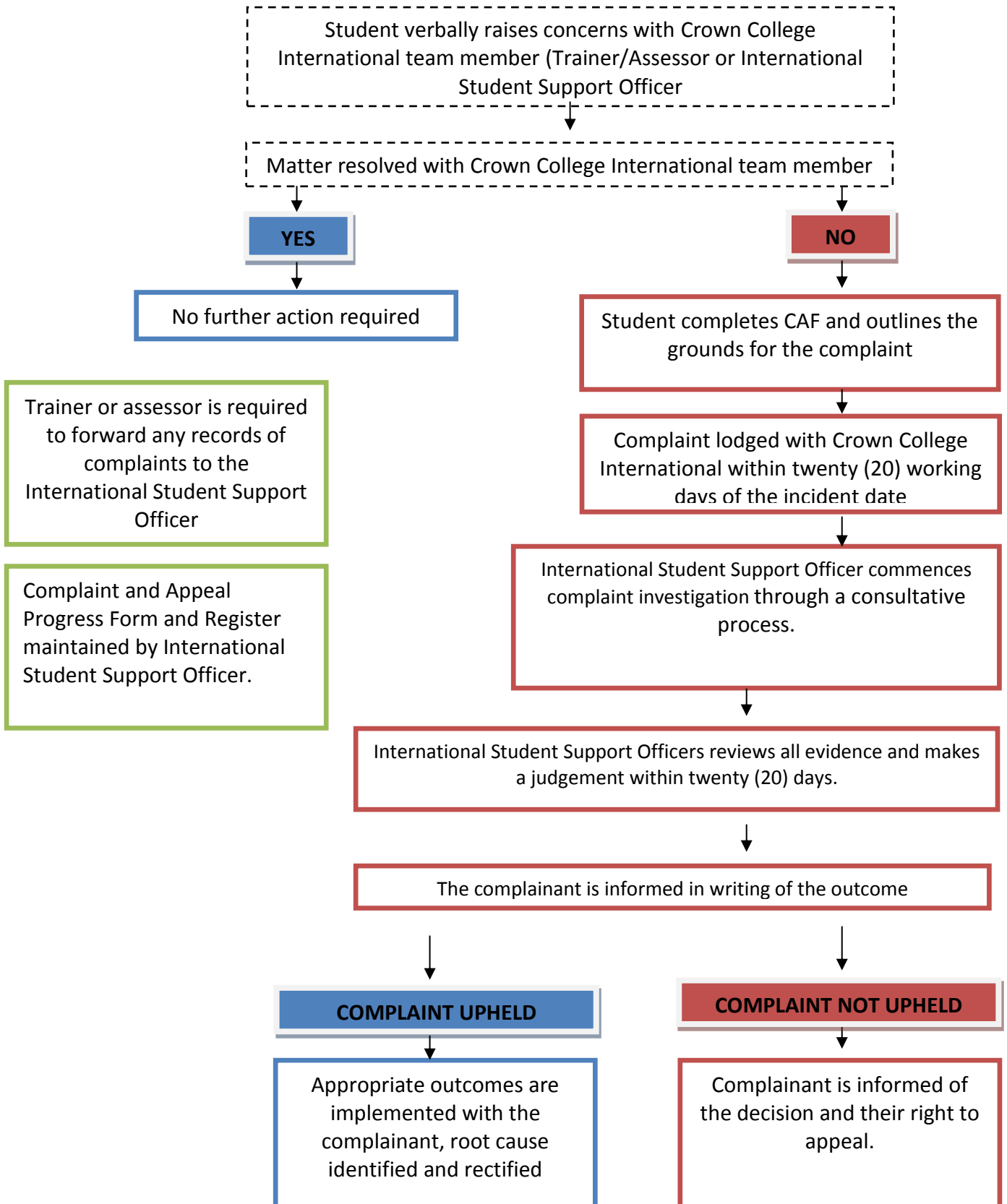
#### **4.7 Recordkeeping**

- 4.7.1 Employees or contractors receiving informal complaints must keep appropriate, confidential records of informal discussions and outcomes and submit these to the International Student Support Officer.
- 4.7.2 Student complaints and appeals must be documented in the Complaints & Appeals Register, maintained by the International Student Support Officer.

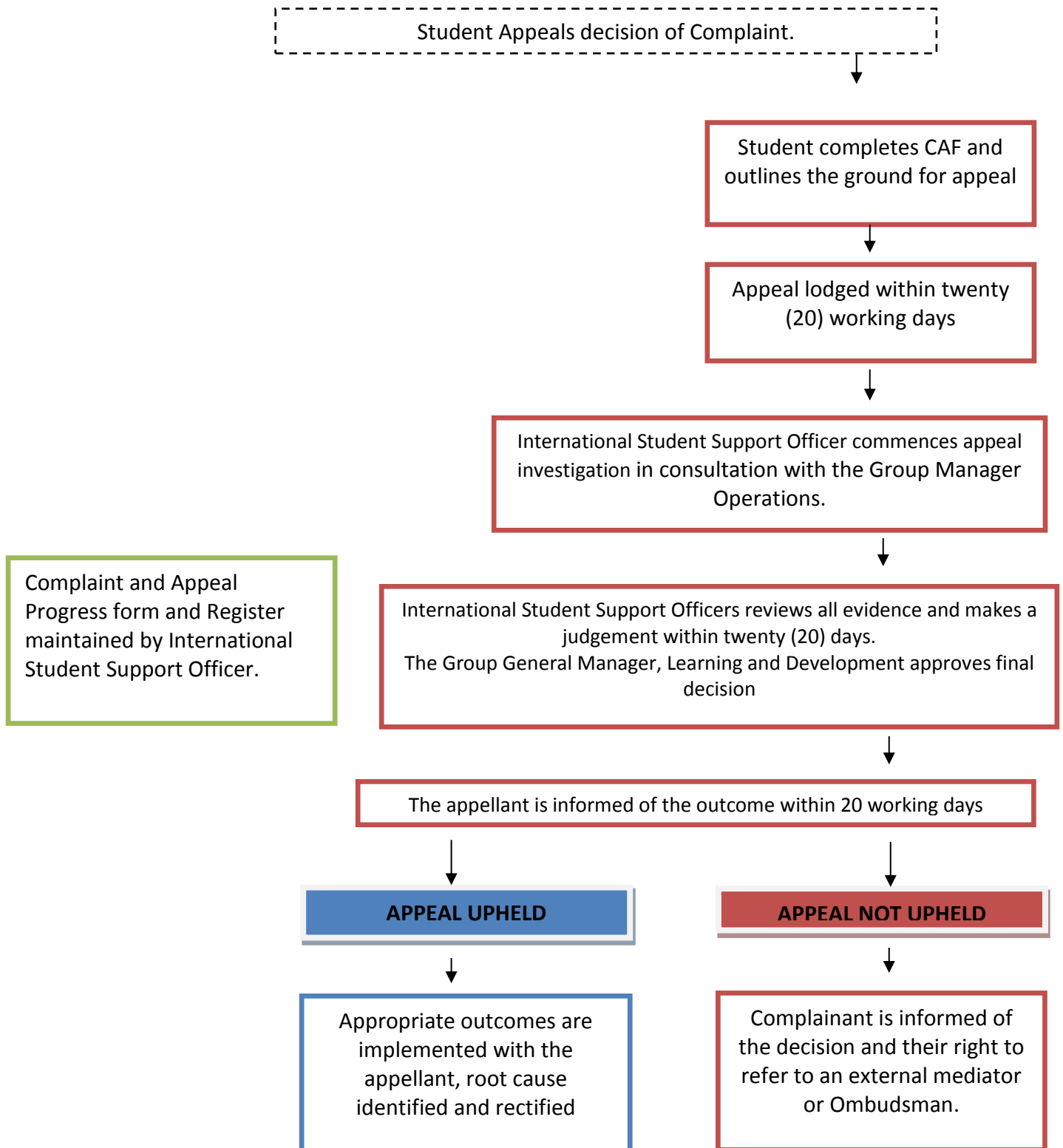
#### **4.8 Complaints & Appeals Committee**

- 4.8.1 The Group General Manager, Learning & Development will convene a Complaints and Appeals Committee at least annually, or as required, to review the Complaints and Appeals Register.
- 4.8.2 The Complaints and Appeals Committee will review the register and associated actions arising from any complaints or appeals to inform continuous improvement processes to further enhance systems, operations and the student experience.

## Complaints Process



## Appeals Process





## 5. Related Documents

Complaints & Appeals Form  
Complaints & Appeals Progress form  
Complaints & Appeals Register  
RTOPRO069 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 and assessment in a CRICOS registered course of study. For example: students may have decisions on their assessments reviewed if they feel an assessment outcome decision has been made in error. If the matter is an academic matter the RTOPRO069 Assessment Appeals Policy and process should be followed.

**Non-Academic** matters include those matters which do not relate to student progress and assessment in a CRICOS registered course of study and includes (but is not limited to) complaints in relation to the handling of student personal information, the provision of facilities and associated equipment, 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
22.5.2017	Updated formatting and numbering system	2.0	Vanessa Hoppe
23.3.2018	Updated 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7	3.0	Vanessa Hoppe
5.10.2018	Updated delegation of procedure to International Student Support Officer	4.0	Vanessa Hoppe
31.7.2019	4.1 & 4.2 change title, minor word amendments to 4.2.1 vi., 4.3.4, 4.3.4 vi, 4.3.4 xiii,	5.0	Vanessa Hoppe

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