



# Complaints & Appeals Policy and Procedure

## PURPOSE:

- This policy and procedure outlines the formal complaints and appeals process to meet Standard 8 of the National Code 2007. Perth Technical College Pty Ltd (**PTC**) Trading as Australian Technical College Western Australia (**ATCWA**) is committed to providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved.

The Australian Technical College Western Australia (ATCWA) process provides adequate opportunity for complaints and appeals to be forwarded to ATCWA management in a timely, confidential and sensitive manner.

## SCOPE

- This policy and procedure applies to complaints and appeals regarding International student matters.
- At ATCWA the Compliance Manager / OSCO is appointed as the Complaints Resolution Officer.
- The objective is to ensure that ATCWA staff and those acting on behalf of ATCWA act in accordance with the ATCWA Code of Practice. The process provides students/stakeholders a clear process to follow in order to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

## PROCEDURE:

### INFORMAL RESOLUTION

ATCWA requests that there is an attempt to informally resolve a dispute or a complaint before a formal process is initiated. Students may attempt resolution by contacting their trainer, Director of Studies, OSCO or any ATCWA staff member. The ATCWA staff member will communicate with the student to inform them about the outcome of the informal discussion.

Where the complaint is unable to be resolved informally, the student should access ATCWA's internal process.



## INTERNAL PROCESS

### COMPLAINTS

- a. All complaints should be submitted to in writing at the earliest possible opportunity utilising the **Complaints Lodgement Form**.
- b. A submitted Complaints Lodgement Form will constitute a formal complaint from the student.
- c. The Compliance Manager / OSCO will be informed through receipt of all student complaints.
- d. The Compliance Manager / OSCO may delegate responsibility for the resolution of the complaint as required.
- e. In the case of a complaint, the Compliance Manager / OSCO will initiate a transparent, participative process to deal with the issues at hand.
- f. Complaints where possible are to be resolved within 10 working days of the initial application.
  - i. Length of time may vary depending on the complexity of the case
  - ii. If you are Under 18 a copy of your Compliance Lodgement Form will be sent to your Parent or Legal Guardian
  - iii. A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian
- g. In all cases the final conclusion will be endorsement by the Compliance Manager / OSCO.
- h. The student will be advised in writing of the outcome of their complaint.
  - i. The Compliance Manager / OSCO's decision will be final.
  - j. If the outcome is not to the satisfaction of the student, the student has the option to seek outside assistance to pursue the complaint, grievance.
- k. The details of the complaint are entered into Student Management system (SMS).
- l. Details of complaint are entered into Complaints Register.
- m. Actions are noted on "Complaints Lodgement Form".
- n. "Complaints Progress Form" is printed and commenced.



## APPEALS

If a student is not satisfied with the outcome the student has a right to launch an appeal against this outcome via Compliance Manager / OSCO.

The Appeals lodgement form must clearly state the grounds for appeal and should include sufficient evidence to support the claim.

- a) The student lodges an appeal in writing using the “Appeals Lodgement form”.
  - b) Details of Appeal are entered into Student Management system (SMS)
  - c) Details of Appeal are entered into Appeals Register.
  - d) Actions are noted on “Appeals Lodgement Form”.
  - e) “Appeals Progress Form” are printed and commenced.
  - f) All documentation is provided to Compliance Manger / OSCO for action.
- All grievances, complaints and appeals will be handled as Staff-In-Confidence.
  - All complaints / appeals will be discussed at Management Review meetings for continuous improvement of the processes.
  - All Complaints, Grievances and Appeals are to be held on file located in ATCWA administration.
  - Details concerning the scope of ATCWA Complaints and Appeals Policy are to be clearly displayed throughout the ATCWA organisation and contained within the Student Induction Process and Student Handbook.

## EXTERNAL APPEALS

### Overseas Students Ombudsman

If an international student is dissatisfied with the provider’s complaints and appeals processes, the student can contact **Overseas Students Ombudsman through**;  
Phone: **1300 362 072** (local call fee only—higher rate from mobile phones) Email:  
[ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) Fax: 02 6276 0123 Postal: GPO Box 442, Canberra ACT 2601 Web: [www.oso.gov.au](http://www.oso.gov.au)

You can access **Overseas Students Ombudsman** at **Free of Cost**.

(Source: the National Code Explanatory Guide, Part D, Standard 8: Complaints and Appeals)



### **International education conciliation service**

The Department of Education Services provides a free independent service to assist in resolving problems between international students and their education providers.

If a student has tried to resolve their problem with ATCWA and has not been able to come to a solution, they can get assistance from the department's international education conciliation service.

To make an appointment with a Conciliation Officer, phone or email the Department of Education Services.

Phone: 9441 1900

Email: [conciliation@des.wa.gov.au](mailto:conciliation@des.wa.gov.au)

### **ACTIONING THE OUTCOMES**

- Where the complaint or appeal is upheld, ATCWA will implement the required corrective action within 28 days and advise the student of the outcome
  - a) If you are Under 18 a copy of your Complaints Lodgement Form/Appeals Lodgement Form will be sent to your Parent or Legal Guardian
  - b) A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian

### **FURTHER ACTIONS**

- If the student remains unhappy with the Internal and External outcome, they may refer the matter to the National Training Complaints Hotline on 13 38 73