

1. Policy

IH Sydney endeavours to satisfy all of its students at all stages of their enrolment and tuition. Grievance processing encourages and maintains respect and fair treatment. Part of this respectful approach is maintaining a student's enrolment throughout the procedure in the case where a student chooses to access this process.

IH will ensure that appropriate corrective and preventative actions are implemented immediately where a decision from internal or any external process supports the student. In all cases, advice of the outcome is provided to the student in writing. This availability of a complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.

2. Organisational Scope

The policies and procedures outlined here apply to all staff and students of IH Sydney and are consistent with pre-course and orientation documentation provided to students and the induction material provided to staff about the policy and procedures that constitutes the grievance handling process.

3. Regulation

Standards for RTOs 2015

Standard 8. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

- 6.1. The RTO has a complaints policy to manage and respond to allegations involving the conduct of:
 - a) the RTO, its trainers, assessors or other staff;
 - b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
 - c) a learner of the RTO.
- 6.2. The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.
- 6.3. The RTO's complaints policy and appeals policy:
 - a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
 - b) are publicly available;
 - c) set out the procedure for making a complaint or requesting an appeal;
 - d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
 - e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.
- 6.4. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:
 - a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - b) regularly updates the complainant or appellant on the progress of the matter.
- 6.5. The RTO:
 - a) securely maintains records of all complaints and appeals and their outcomes; and
 - b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- 6.6. Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training and/or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

Regulation (cont.)

ESOS Act 2000: National Code 2017

Standard 8 – Complaints and appeals

Outcome of Standard 8: Registered providers' complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

8.1 The registered provider must have an appropriate internal complaints handling and appeals process that satisfies the following requirements, or can use its existing internal complaints and appeals processes as long as it meets these requirements:

- a. a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept
- b. each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself
- c. each party may be accompanied and assisted by a support person at any relevant meetings
- d. the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome, and
- e. the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

8.2 The registered provider must have arrangements in place for a person or body independent of and external to the registered provider to hear complaints or appeals arising from the registered provider's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

8.3 If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, the registered provider must advise the student of his or her right to access the external appeals process at minimal or no cost.

8.4 If the student chooses to access the registered provider's complaints and appeals processes as per this standard, the registered provider must maintain the student's enrolment while the complaints and appeals process is ongoing.

8.5 If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

4. General Principles

4.1 IH complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved. Student complaints are a staff priority and are recognised as an opportunity for improvement.

4.2 Every complaint is given an initial benefit of any doubt.

4.3 Complaints are to remain confidential unless where due process or any of the other General Principles here dictates otherwise.

4.4 Withholding details of a complaint about an individual staff member from that staff member is to be avoided.

4.5 Where it is practicable students are to be encouraged to deal with the complaint as self-sufficiently and as directly as possible.

4.6 A complaint may be resolved at any time in the process at which time any investigation ceases unless a manager believes there is value to be gained in the improvement of school processes or people.

4.7 Students have the right to third party representation or the use of a translator at any point in the formal grievance procedure.

4.8 A complaint must be made within 10 days of a course being completed in order for this procedure to apply. Where the school receives no response to any communication with a complainant using contact details supplied by them after 10 days the formal complaint processes will cease.

5. Procedure

5.1 Informal Process

- I. Wherever possible, grievances should be addressed and resolved internally through the informal processes.
- II. This may include advice, discussions, and general mediation in relation to the issue and the student's complaint or appeal.
- III. Staff, as appropriate to the situation, can be involved in this informal process to resolve issues.
- IV. If the grievance remains unresolved, the student has the right to escalate the complaint to a formal grievance to seek resolution.

5.2 Formal Process - Internal

Submission

- I. A formal grievance must be submitted in writing using the appropriate form.
- II. Any supporting documentation should accompany the submission.
- III. There is no cost to the student for lodging a complaint or appeal.
- IV. The grievance submission must be recorded on the IH Grievance Register
- V. A student may be assisted or accompanied by a support person regardless of the nature of the grievance.

Review and outcome

- I. review commences within ten (10) working days of the formal lodgement of the form and supporting information, and all reasonable measures are taken to finalise the process as soon as practicable within twenty (20) working days.
- II. A written outcome is provided to the student and a copy held on file
- III. The Grievance Register is updated to show the submission has been completed
- IV. Any actions required as a result of the grievance are implemented

5.3 Formal Process – External

- I. Students are advised of their ability to access an external process in the instance that they feel that the outcome of the formal internal grievance submission remains unresolved.

6. Associated Documentation

Form	Current Version
Grievance Form	
Grievance Register	