

Complaints and Appeals Policy and Procedure

Organisation Definition:

Cairns Beauty Academy Pty Ltd trades as International College of Queensland.

Regulations and Standards

National Code of Practice (2018) Standard 10

National Standards for RTOs (2015) Standard 6

Policy

International College of Queensland is committed to top quality teaching and personal care. If you are not happy with any aspect of your course, academic or non-academic, or the care you are receiving, we want to know.

International College of Queensland is committed to addressing any and all complaints in a fair, constructive and timely manner. We are committed to continuous improvement and approach complaints as an opportunity to refine and improve our service delivery.

We respect both privacy and natural justice considerations when handling complaints or appeals. This policy is publicly available and is published on the International College of Queensland website (www.studyinqld.com.au) and an excerpt is provided in the ICQ Handbook.

Complainants are entitled to access the complaints and appeals procedure regardless of the location of the campus at which the complaint has arisen, the complainant's place of residence or mode of study. The *Complaints and Appeals Policy and Procedure* will be made available to all students prior to enrolment or before a contract is entered into, and again at orientation, or within 7 days of commencement of the course. All International College of Queensland employees will, in the course of their duties, refer any complainant to this document.

What to do if you have a problem:

If you have a problem (complaint) about the College, or any aspect of your course, you are encouraged to contact the College as your first priority. If you are an international student, please contact the International Student Services representative or make an appointment with your Trainer to discuss your concerns. Alternatively, you may wish to make an appointment with your Trainer. If these people cannot help you with your concerns, they will arrange for you to see the Admin Manager/Campus Manager. Where possible all non-formal attempts shall be made to resolve the issue. The organisation encourages both staff and complainants to approach the complaint openly and honestly to resolve problems through fair and reasonable means.

If your complaint is still ongoing after initial discussions, the process to manage your complaint will include:

- Conducting preliminary enquiries to determine appropriate options for complaint resolution
- Facilitate discussion, mediation, conciliation, or negotiation
- Formal investigation and review
- Referral to an appropriate external agency, and
- Other reasonable actions deemed appropriate to meet the circumstances of the complaint.

Your right to Appeal (Internal Appeals)

If you are not happy with the College's decision, or the help you have received, you can lodge a formal appeal with the Director. This formal appeal should be in writing using the Complaints and Appeals Form.

Formal Complaints

The general principles that apply to all stages of this complaint procedure will be adhered to by all staff at International College of Queensland. These principles are as follows:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all complaints will be kept for a period of at least five years. These records will be kept strictly confidential and stored electronically in a specific secure location and within a folder that will only be accessible to Senior Management.
- A Complainant shall have appropriate access to this complaint procedure at no cost.

Students will be notified in writing of outcomes of all formal complaints/appeals, including reasons for the decision. Decisions will be made based on current Government Legislation, National Standards for RTOs (2015), ICQ Policies and Procedures, the principles of natural justice, and where applicable, the rules of evidence and the principles of assessment.

International College of Queensland will make every effort to ensure that disputes are resolved promptly taking into consideration the length of time the student will be residing in Australia on their student visa. If International College of Queensland requires more than 60 days to resolve any complaint or appeal, we will write to all parties involved and explain why it requires more time and give an expected date that a resolution will be made. We will keep all parties informed during this time in writing.

Nominating a support person:

Students may nominate a support person to accompany them at any stage of the dispute resolution process. Regardless of the procedures shown above, if you are still dissatisfied, you have the right to seek other legal remedies under Australian and Queensland Common Law. But we hope the problem will never get this serious and we will always do our best to help.

Your Right to Access an External Complaints and Appeals Body.

The dispute resolution process does not prevent a student from exercising the student's right to other legal remedies. If your complaint still cannot be resolved by the above process, the College will arrange for your complaint to be heard by an external complaints and appeals body. This service is available through the Dispute Resolution Centre of the Department of Justice and the Attorney-General.

The Brisbane Dispute Resolution Centre is located on Brisbane Magistrate Court, Level 1, 363 George St, Brisbane 4000.

Contact details: Tel: Brisbane +61 7 3239 6007; Fax: +61 7 3239 6284.

The College will arrange an appointment with the above organisation on behalf of the complainant and the process will be at minimal or no cost to the complainant. All complaints must be made in writing.

The following procedures provide information on how to have a complaint or appeal resolved and a resolution reached by all parties.

Procedure

- 1 **Informal:** If comfortable, the student approaches the person concerned to resolve the complaint or discusses the issue with the relevant teacher. The student may be accompanied and assisted by a support person at any relevant meeting if they so choose. Where an illegal act has occurred, the Director is notified immediately, and the appropriate authorities contacted.
- 2 If the issue remains unresolved, notify International College of Queensland in writing of the complaint within 14 days after the discussion at which point the process follows the Formal Complaint Stages 1-3 below.

3. Stage One Formal - Complaint or Appeal

Formal complaints or Assessment Appeals should be submitted by completing the Complaints and Appeals Form, stating their case and providing as much detail as possible, to Student Services (or equivalent), International College of Queensland by:

- **Post:** Student Services, International College of Queensland, 9/31-33 Plaza Parade, Maroochydore, QLD 4558.
- **Email:** Student Services, admin@studyingld.com.au

The Complaints and Appeals Form is available on the website at <http://www.studyingld.com.au/forms/> or can be sent to the Complainant on request by emailing admin@studyingld.com.au

Once a formal complaint is received, the local Manager **will acknowledge receipt of the complaint in writing to the complainant within 5 business days** of the date of the receipt of the complaint and will seek to identify the issue and resolve the concern to avoid any further disruption to the complainant (where applicable). The details are recorded on the Complaints and Appeals Register. The local Manager will commence assessment of the complaint and will advise the Complainant in writing of the outcome (including details of the reasons) within **20 working days of the complaint being received**.

At this time, the Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two - Appealing a Decision

If the Complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing, within 20 working days of receiving the written response, with the Quality & Compliance Manager, International College of Queensland:

- **Post:** Quality & Compliance Manager, International College of Queensland, 9/31-33 Plaza Parade, Maroochydore, QLD 4558.
- **Email:** Quality & Compliance Manager, admin@studyingld.com.au
With 'Attn: Quality and Compliance' in the Subject line

The Complainant's appeal will be reviewed, and determination made by the Communications and Quality Manager (or appointed officer) who is an independent person not associated with the training function.

The Communications and Quality Manager, (or suitable equivalent officer) will commence assessment of the complaint (internal review). The student is offered an interview within 10

working days of receipt of the complaint, and the choice of having their own witness present. The Director reviews the complaint and arranges for a suitable International College of Queensland representative and witness to attend the formal complaint interview.

The Complainant will be advised in writing of the outcome, including details of the reasons, within 20 working days of the complaint being received. Associated documentation is filed in the students file and in the Complaints Register, and in PRISMS for international students when required, and agreed action taken.

At this time, and no longer than 10 working days of concluding the internal review, the Complainant will be advised of their right to access stage three of this procedure if they are not satisfied with the outcome of Stage two.

Stage Three

If the Complainant is not satisfied with the outcome of Stage Two, they may request that the matter be referred to an external dispute resolution body appointed for this purpose by International College of Queensland.

International College of Queensland will source an independent mediator through Resolution Institution – an association of Dispute Resolution specialists. The contact details are:

Level 1 13-15 Bridge Street

SYDNEY NSW 2000

Phone: 02 9251 3366

Email: infoaus@resolution.institute

In all cases, the decision of the external dispute resolution body is final and no further appeals can be made.

For International Students on Student Visas:

If you wish to lodge an external appeal or complaint about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Once resolved, associated documentation is filed in a secure Complaints Folder and in the Complaints Register, and the outcome noted in the register and in PRISMS for international students, and agreed action taken. If it is determined that the complaint was directly due to the actions of an employee or inadequate International College of Queensland policies or procedures, International College of Queensland will address non-conformances or adjust policies or procedures immediately.

Maintaining Student Enrolment

International College of Queensland (ICQ) 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.

If the appeal is against ICQ's decision to report the student's unsatisfactory course progress or unsatisfactory attendance, the student's enrolment will be maintained and the CRICOS Coordinator will not report the student to Department of Home Affairs: Immigration and Citizenship (DOHA) until the external appeals process is complete and has supported ICQ's decision to report.

ICQ will allow access to learning opportunities throughout the entire appeals process unless the incident/complaint is the subject of misconduct.

If the appeal is against ICQ's decision to report the student for:

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 ICQ's decision to report a student for unsatisfactory progress or attendance as it may result in the cancellation of the student's enrolment with ICQ.

As a result, cancellation of the student's enrolment may affect the student's visa status.

Deferral or suspension of a student's enrolment due to misconduct or to cancel a student's enrolment ICQ will await the outcome of the external appeals process (20 Days) and if supporting ICQ's internal decision and then report the student via PRISMS of the change of the student's enrolment.

Once the Australian Department of Education and Training (via PRISMS) has been notified of a deferment, suspension or cancellation of a student's enrolment (after any appeal period), the student has 28 days in which to:

- Leave Australia
- Show DoHA a new Confirmation of Enrolment (CoE); or
- Provide DoHA with evidence that they have accessed an external appeals process.

Dependent on the reason for the complaint and/or appeal ICQ may decide to exclude a student from attending classes but continue to provide learning materials to complete training outside of the ICQ campuses.

Publication

This *Complaints and Appeals Policy and Procedure* will be made available to Students enrolled with International College of Queensland through its publication on the company's website www.studyinqld.com.au and the Student Handbook.

Associated Forms/Handbooks

- Complaints and Appeals Form
- ICQ Student Handbook
- Complaints and Appeals Register

Version Control	Date	Reason for Change	Author
V1 0418	04/2018	Initial Document	Ann Donnarumma
V2 0319	03/2019	Merge of Complaints and Appeals Policy and Academic and Non-academic Grievance Policy into one policy- replaces both previous Policies	Robyn Pinel