



## GRIEVANCES, COMPLAINTS & APPEALS POLICY & PROCEDURES



### 1.0 Purpose

The aim of Trison Business College's Grievances and Complaints or Policy & Procedure is to:

- provide a fair and equitable process for resolving complaints/conflicts of clients, employees, students or others that deal with the college.
- support the Standards for Registered Training Organisations 2015 (standards 1.7, 5.2, 6, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6 in providing a process for complaints and appeals to be heard and actioned. All complaints or grievance received by Trison Business College will be viewed as an opportunity for improvement.
- define the system available to students for dealing with appeals in accordance with the 2018 National Code of Practice-Standard 10.

### 2.0 Scope

2.1 This policy covers all matters relating to staff, potential and currently students, and clients of Trison Business College.

### 3.0 Definitions

3.1 Grievance - is a concern about academic or non-academic matters, which a person or party brings to the attention of the college in an informal way, i.e. it is spoken about, not written down.

3.2 Complaint – a formal (written) dissatisfaction with a service (academic or non-academic) offered by Trison Business College.

3.3 Appeal – a request to review a decision made by Trison Business College

3.4 Complainant – the person lodging the grievance or complaint.

3.5 Academic grievances, complaints or appeals - matters concerning provision of training and assessment within a VET qualification or course of study, including quality of teaching, qualification/course contents, training facilities, unsatisfactory course progress or unsatisfactory course attendance.

3.6 Non-academic grievances, complaints or appeals - may include, but are not limited, to matters arising from administrative admissions, enrolment processes; discrimination, vilification, harassment, bullying or intimidating behaviour towards an intending, current student, staff member, educator or any other person associated with the College. It may also include financial matters, fines and payments, application procedures, exclusions from events and facilities

#### **4.0. Responsibility**

4.1 It is the responsibility of the Chief Executive Officer, the Training and Campus Manager(s), and the Student Support/Administration Officer(s) to ensure this policy is implemented.

#### **5.0 Policy Statements and requirements**

5.1 Trison Business College promotes, exercises and uphold the principles of fairness, ethics and social justice in all its dealings with clients, employees and students. Also, Trison Business College shall ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

5.2 Trison Business College recognizes the importance of seeking a resolution to any conflict between Trison Business College and its clients, employees or students in a professional and ethical manner. Trison Business College will incorporate conflict management principles into all processes involved in lodging a complaint and an appeal.

5.3 Trison Business College recognizes that all its clients, employees and students have the right to and are encouraged to openly discuss expectations and problems, or to lodge a complaint/appeal where they consider there are genuine grounds for a complaint.

5.4 Trison Business College recognizes student rights in raising any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues.

5.5 Trison Business College is to develop a procedure for lodging and dealing with grievances and complaints that is easily accessible and not unduly complex.

5.6 Trison Business College will communicate in writing the current grievances, complaints and appeals policy and procedure to its students and employees via the Trison Business College's website, the staff handbook, the student handbook and verbally at staff induction and student orientation programs.

5.7 Trison Business College to treat all complaints with honesty, integrity, fairness, professionally and confidentially in order to achieve a satisfactory resolution to all concerned. Access to information about a grievance and complaint shall be strictly limited to those staff that "have a need to know" in order to deal with the grievance or complaint.

5.8 Trison Business College is required to:

- record in writing student's formal complaint/appeal in the complaints/appeals register. Trison Business College staff shall maintain a Register of Formal Complaint and Appeal Cases that records the relevant details of the case and
- provide complainant or appellant with acknowledgement of receipt of the complaint/appeal
- provide the complainant /appellant written statement of the outcome, which includes reasons for the decision.

5.9 Trison Business College to assist clients, employees and students with access to an independent review of a complaint and appeal should the need arise. Students will be provided with details of external authorities they may approach, if required.

5.10 Trison Business College is to ensure that complaints and appeals are processed in an appropriate timeframe and regularly updates the complainant or appellant on the progress of the matter. The resolution phase must commence within 5 working days of the complaint or appeal being lodged in writing. A maximum time of 10 working days from the complaint/appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.

5.11 There is no cost for the internal complaint and appeal process. Also, each party may be accompanied and assisted by a support person at any relevant meetings.

5.12 A student's enrolment must be maintained whilst a complaint/ or appeal is in progress and the outcome has not been determined.

5.13 Students wishing to lodge an appeal in respect to the Trison Business College's intention to suspend or cancel the enrolment of the student must do so within 10 working days. (The 10



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working days will be calculated from the date of the letter notifying of the intention to suspend or cancel.)

5.14 The formal appeal process will be conducted by a legal representative engaged by the College and at no cost to the student.

5.15 Trison Business College shall implement appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence identified potential causes of complaints and appeals.

5.16 All students, including International Students, are to be advised that they may be able to avail the services of an independent counsellor(s), for example:

Training Advocate

55 Currie St  
Adelaide SA 5000  
Telephone: 1800 006 488  
Web: [www.training.sa.gov.au](http://www.training.sa.gov.au)

CentaCare Catholic Family  
Services

33 Wakefield Street  
Adelaide SA 5000  
Telephone: 8210 8200

Uniting Care Wesley  
Adelaide

10 Pitt Street  
Adelaide SA 5000  
Telephone: 8202 5160

Study Adelaide:

[www.studyadelaide.com](http://www.studyadelaide.com)

New South wales government for  
International students:

[www.industry.nsw.gov.au](http://www.industry.nsw.gov.au)

Support for international students -  
NSW:

[www.service.nsw.gov.au](http://www.service.nsw.gov.au)

The Council of International  
Students in Australia (CISA):

[www.cisa.edu.au](http://www.cisa.edu.au)

Study Sydney:

[www.study.sydney/](http://www.study.sydney/)

Study Melbourne:

[www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

Study Queensland:  
[www.studyqueensland.qld.gov.au/](http://www.studyqueensland.qld.gov.au/)

In the specific case of International Students, they are also to be advised that they may be able to make contact with a representative organisation of their home country to seek independent advice or assistance. The Council for International Trade and Commerce SA Inc (Ph: 8373 5599) may be able to assist in locating a specific country's representative organisation. Also, they can seek advice from the following organisations:

- National Registering Body – Australian Skills Quality Authority (ASQA)  
Ph:1300 701 801 or submit your complaint using the [online complaints form](#). This form asks you for information that ASQA requires to consider your complaint.
- The Administrative Appeals Tribunal (AAT).  
Phone:1800 228 333 or email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)
- Australian Council of Private Education and Training's (ACPET)-if applicable:  
Ph (03) 9412 5900 or email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)
- The National Training Complaints Hotline on 1800 000 674
- Overseas Students Ombudsman. Contact details for the Overseas Students Ombudsman are available from <http://www.ombudsman.gov.au>

Students are also to be encouraged to seek advice from other State and Commonwealth Government agencies such as the Department of Business and Consumer Affairs, if appropriate.

## 6.0 Procedure

### Informal Complaints

6.1 Any student, staff, or client with a grievance, question may raise the matter with staff of Trison Business College and seek an informal resolution of the question or grievance. Trainers and administration staff are the preferred first point of contact with students. Any issues related to of academic nature will be managed by trainer and all other issues (of non academic nature) will be handled by the Administration or other senior management staff (such as the Training/Campus Manager and the CEO).

6.2 Questions or grievance dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the college staff member

involved determines that the issue, question or grievance is relevant to the wider operation of the college or if the student requests that the matter be documented and placed on his or her student file.

6.3 Students, staff, or clients who are not satisfied with the outcome of the question or grievance are encouraged to register a formal complaint (after 5 working days from the day the grievance was raised).

### **Formal Complaints**

6.4 Students, staff, or client who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student, staff, or client must complete the Complaints/Appeals Form. This form can be obtained from (and submitted to) Student Administration at of the Australasian College of Education and Training Pty Ltd offices. Also, it is available on the Trison Business College's website: [www.trison.edu.au](http://www.trison.edu.au).

6.5 All formally submitted complaints are to be forwarded to the relevant Training/Campus Manager (s). Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint
- Attachments (if applicable);

6.6 Once a formal complaint is received, it is to be entered into the 'Complaints/Appeals' Log Register' which is monitored by the Training/Campus Manager regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant;
- Description of complaint
- Determined Resolution; and

- Date of Resolution.

6.7 The Training/Campus Manager shall then refer the matter to the appropriate staff to resolve, attempt to resolve the complaint with the student, staff, client and any other parties who may be involved. The resolution phase:

- must commence within 5 working days of the complaint being lodged in writing.
- A maximum time of 10 working days from the date the complaint was lodged will be allowed for the resolution unless the student/client agrees in writing to extend this time. This period is called the resolution phase.

6.8 If required, the Training/Campus Manager will contact the student, staff, or client and arrange a meeting (might include other relevant Trison Business College staff). At this meeting the complaint can be raised and a resolution attempted.

6.9 At the stage of the complaint meeting the complaint must be recorded in writing and signed and dated by the complainant and the Training/Campus Manager. A new document can be prepared and signed during the meeting.

*Note: The student may be accompanied and assisted by a support person at any relevant meetings.*

6.10 At the end of the resolution phase the Training/Campus Manager will report, in writing, the college's decision to the student, staff, or client. The college decision and reasons for the decision will be documented by the Training/Campus Manager and placed in the student's file. The 'complaints and appeals log register' is to be updated.

6.11 Following the resolution phase the college must implement the decision as conveyed to the student, staff, or client.

6.12 If corrective action is to be taken, *Action Report Form* must be completed by the Training/Campus Manager and recorded on the Continuous Improvement Register.

6.13 If a student, staff, or client is dissatisfied with the outcome of the formal complaint process; then the student, staff, or client may institute the appeals process by completing the Complaint/Appeals form.

6.14 Any complaints that are lodged as a result of, or relate to criminal activities are outside of this process, and shall be referred to the appropriate authorities, or legal representatives for their attention.

6.15 If the complaint is about the Training/Campus Manager or other senior management staff, then the CEO shall handle the above process.

## **Appeals**

### **7.0 Procedure**

7.1 All students, staff, or clients have the right to appeal decisions made by Trison Business College where reasonable grounds can be established. The areas in which a student may appeal a decision made by college may include:

- Assessments conducted.
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment.
- Or any other conclusion / decision that is made after a complaint has been dealt with by Trison Business College in the first instance.

7.2 The appeals process is initiated and activated by a student, staff, or client completing the Complaints/Appeals Form. The form can be obtained from the Trison Business College Offices and is available on the Trison Business College's website: [www.trison.edu.au](http://www.trison.edu.au). The form is to include:

- a summary of the grounds the appeal is based upon.
- the reason the student, staff, or client feel the decision is unfair and
- resubmit all relevant written items originally submitted

*Note: Help and support with this process can be gained from student administration staff.*

7.3 The appeal shall be lodged to student administration officer (either via email or in person) and the student administration Officer shall ensure the details of the appeal are added to the 'complaints and appeals register'. Requests for an appeal are to be acknowledged by Trison Business College in writing (either via an email or a letter).

### **Note:**



- The process for all formally lodged appeals will begin within 5 working days of the appeal being lodged.
- A maximum time of 10 working days from the date the appeal being lodged will be allowed for the resolution.

7.4 The Training/Campus Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

7.5 The Training/Campus Manager shall then determine the validity of the appeal and organize a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

**Note: For all Internal Appeals**

- The student will have an opportunity to present his or her case in person, or, if the student elects, in writing.
- A student may be accompanied and assisted by a support person at any relevant meetings.

7.6 The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing, signed and dated by the student, staff, or client and the college and then filed in accordance with the college's record keeping procedures. The student, staff, or client will be provided with a copy of the signed written document.

7.7 The student, staff, or client shall be notified in writing of the outcome with reasons for the decisions, and the 'complaints and appeals log register' updated.

7.8 If the student appeal is successful Trison Business College must implement the decision as conveyed to the student, staff, or client.

7.9 Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the Office Administrator and on the student's/staff file.

7.10 If the student, staff, or client is not satisfied with the outcome of the formal internal appeal; the student, staff, or client may request the Trison Business College to assist the student in an appeal to an external mediator. The student, staff, or client is required to notify Trison Business College if they wish to proceed with the external appeals process.

#### **Note for all External Appeals**

7.11 If a student is still dissatisfied with the decision of Trison Business College, a student may wish to refer the matter to an external independent / third party mediator. In this situation, the Student Administration Officer must advise the student that the appeal can be lodged in writing, by phone or email to the following organisations:

- National Registering Body – Australian Skills Quality Authority (ASQA)  
Ph:1300 701 801 or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)
- The National Training Complaints Hotline on 1800 000 674
- Australian Council of Private Education and Training's (ACPET)-if applicable:  
Ph (03) 9412 5900 or email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)

Overseas students enrolled with a private training provider can lodge an external appeal with the Commonwealth Overseas Students Ombudsman. Contact details for the Overseas Students Ombudsman are available from [www.oso.gov.au](http://www.oso.gov.au).

7.12 Where a decision or outcome is in favour of the student staff, or client, Trison Business College shall follow the required action and recommendation from the third party mediator to satisfy the student, staff, or client's appeal as soon as practicable.