

Policy & Purpose

The purpose of this policy and procedure is to outline the College's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and third-party providing services on behalf of the College. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

The College is required to address all the registered complaints and appeals as per:

1. Standard 10 of the National Code
2. SRT0 Standard 6 clause 6.1,6.2,6.3,6.4.

Definitions

The College means Lead College Pty Ltd

ASQA means the [Australian Skills Quality Authority](#)

Course means any accredited qualification, unit of competency, skill set, course, or non-accredited program offered by the College

National Code means the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

NVR Act means the [National Vocational Education and Training Regulator Act 2011](#)

SRTOs means the [Standards for Registered Training Organisations \(RTOs\) 2015](#)

Staff member means a person engaged by the College as an employee, contractor or consultant

Student means a person enrolled in one or more courses with the College

Trainer means a person engaged by The College as a trainer and/or assessor, including but not only in accordance with the SRTOs

Procedure - Complaints and Appeals Policy & Procedures

1. Nature of complaints and appeals

The College responds to all the issues involving the conduct of:

- The College, its trainers and other staff.
- Any third-party providing services on behalf of the College and including education agents.
- Any student or client of the College.

Complaints may be made in relation to any of the College's services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training/teaching and assessment provided
- training/teaching and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student

An appeal is a request for a decision made by the College to be reviewed. Decisions may have been about:

- course admissions
- refund decisions
- response to a complaint
- assessment outcomes / results
- other general decisions made by the College

2. Principles of resolution

• The College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, the College ensures that complaints and appeals:

- Are responded to in a professional, consistent and transparent manner.
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

• The College will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

• There are no charges for students to submit, a complaint or appeal to the College, or to seek information or advice about doing so.

• Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

- Complaints and appeals should be made in writing using the *Complaints and Appeals Lodgement Form* (www.leadcollege.edu.au), or other written format and sent to feedback@leadcollege.edu.au attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable the College to investigate and determine an appropriate solution. This should include:

- the issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

4. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

5. Resolution of complaints and appeals

- Some or all members of the management team of the College will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any issues raised.
- Where a third-party delivering Services on behalf of the College is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

The enrolment status of student will be handled as follows:

- For overseas students, the College will maintain a student's enrolment throughout the internal appeals processes during the investigation and resolution of the complaints and appeals.

6. External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.

Consumers can register a complaint with the National Training Complaints Hotline by:

- o Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- o Email: ntch@education.gov.au

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to the College's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about RTOs that have not met their obligations.

ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.

Please refer to the following webpage below before making a complaint to ASQA as it provides an online tool that will advise you about whether or not you can make a complaint to ASQA:

<https://asqaconnect.asqa.gov.au/>

- The Overseas Student Ombudsman (OSO)

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

8. Records of complaints and appeals

The College will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

9. Publication

This policy and procedure will be published in the Student Handbook and on the College's website