Complaints and Appeals Policy and Procedure

Purpose

The purpose of this policy and procedure is to define the system available to students for dealing with complaints and appeals and to meet the standards that govern this Policy and Procedure are the SNR 16.7 National Code Standard 8.

Complaints

Requirements

1. Students may raise any matters of concern relating to the training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise

2. Students are encouraged to raise the matter informally with their teacher, or the Course Coordinator. The outcome of any informal complaint will not be kept on the student file unless requested to do so by the student. If the matter has been raised informally by way of email; then, the email and any response thereto will be deleted unless otherwise requested by the student.

3. If the informal complaint raises a matter of importance for PIE; then, the complaint and outcome will be documented, but, if possible, the name of the student will not be included in any documentation.

4. If the complaint cannot be resolved informally; then, the student is encouraged to lodge a formal complaint.

5. Students are encouraged to resolve their concerns and complaints using the Complaints and Appeals Procedure.

6. The current complaints and appeals process and form must be available on PIE website. PIE will maintain a current copy for students and prospective students to inspect or read. A hard copy is available upon request from the Student Services Representative.

7. All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.

8. Unless otherwise decided by the PEO, the Course Coordinator will handle all formal complaints. If the formal complaint is in respect to the PEO; then, the CEO will handle that complaint. If the complaint is in respect to the Course Coordinator; then, the complaint will be handled by the PEO.
9. All formal complaints should be lodged in writing by the student and the resolution process will commence within 10 working days of the lodging of the formal complaint

10. The complaint will be resolved fairly and equitably and at the earliest possible time. (No later than 20 working days)

11. If the student has made the complaint via ASQA, the PEO will be informed immediately. The complaint is to be resolved fairly and equitably within the time frame provided by ASQA.

12. PIE will ensure that students have a clear understanding of the steps involved in the procedure.

13. Students will be provided with details of external authorities they may approach, if required.

14. At any stage in the complaints process students are entitled to have their own nominee included in the resolution process.

15. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

16. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

17. Nothing in this procedure inhibits student’s rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to;

   • Contact the Law College of Victoria, 470 Bourke St Melbourne 3000, and telephone 9602 5000 for a referral to a solicitor

18. If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, the complaint will be reported to the relevant task group meeting (depending on the nature of the complaint) as part of the continuous improvement process

19. The outcome of the complaints will be provided in written to the student and documented in the Complaints and Appeals folder and an electronic register will be maintained on the intranet.
Appeals

Requirements

1 Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by PIE. All training and assessment related appeals; would be managed by the Course Coordinator, unless the appeal is against a decision of the Course Coordinator. In that case the PEO shall manage the appeal.

2 PIE will attempt to resolve the appeal informally and, if this cannot be achieved, the formal appeals process will commence.

3 A student’s enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

4 A student initiates the appeals process, both informal and formal, by completing the student appeals form. The complaints and appeals form is available at PIE website or on request from the Course Coordinator.

5 **International students only:** Students wishing to lodge an appeal in respect to PIE Intention to Report the student for unsatisfactory course progress, or on being notified that PIE intends to suspend or cancel the enrolment of the student, must do so within 20 working days. (The 20 working days will be calculated from 2 days of the issuance of the Intention to Report letter, and the 20 working days will be calculated from the day the letter notifying of the intention to suspend or cancel.)

6 The resolution phase must commence within 10 working days of the appeal being lodged in writing.

7 A maximum time of 20 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.

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

9 Students appealing an assessment, including RPL outcome; will be given the opportunity for reassessment by a different assessor selected by PIE. Costs of reassessment will met by PIE. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of PIE pursuant to clause 13. The reassessment shall be regarded as the completion of the internal formal appeal.
10 For all internal formal appeal;

- The student will have an opportunity to present his or her case in person, or, if the students elects, in writing
- A student may be accompanied and assisted by a support person at any relevant meetings.
- In all other respects the legal representative will determine the appeals procedure.
- The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and PIE and placed in the student file as well as Complaints and Appeals Register. The student will be provided with a copy of the signed written document.

11 If the student appeal is successful PIE must implement the decision as conveyed to the student.

12 If the student is not satisfied with the outcome of the formal internal appeal; the student may request the Institute to assist the student in an appeal to an external mediator. The external independent mediator is the Australian Council of Private Education and Training. (03 94161355) for domestic students and the Institute will ensure that there is no cost, to the student if the student elects to appeal to the external mediator. For further details on ACPET refer to [http://acpet.edu.au/students/student-support/appeals#after](http://acpet.edu.au/students/student-support/appeals#after). PIE will allow complaints and appeals by their international students to be heard by independent state statutory bodies or the Commonwealth Ombudsman, under an agreement reached at COAG meeting in Canberra.

13 PIE will ensure, if requested by the student, that the appeal is lodged within 3 working days after the request from the student

14 There are no further avenues within PIE for appeals after an internal formal appeal phase has been completed.
Complaints Procedure

Student tries to resolve the complaint informally with the trainer or the Course Coordinator. This process is not normally documented.

Students not happy can lodge formal complaint

Register formal complaint with the Course Coordinator

All complaints are to be signed by the student before submitting

Response to complaint should be completed no later than 20 working days

Resolution phase is to commence with 10 working days

Resolved

Not resolved

Student informed in writing

Student does not appeal

Student appeals (Refer to appeals procedure for details)

Appeals successful or unsuccessful

All complaints shall be recorded in the Complaints and Appeals Register

Warning - Uncontrolled when printed! The current version of this document is kept PIEs Intranet.
Students decide to appeal

Course Coordinator may try to solve the appeal informally if this cannot be achieved

Student lodges the appeal in writing on the Complaints and Appeals form and submits to the Course Coordinator

Resolution phase is to begin within 10 working days

Maximum 20 working days for resolution outcome; from the time the Appeal’s been lodged

Student can present his or her case in person or in writing

Student to be provided the outcome in written

Internal Formal appeals process to be conducted by a legal representative

Forms and the outcome to be maintained in the Complaints and Appeals register and the student file

If the appeal is unsuccessful, student is guided to external appeals. (Refer to clause 12 of Appeals Policy)

Internal Appeal successful, College to implement the decision

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