


RBIT/RBIC-P&P for Complaints and Appeals

	RBIT/RBIC Policy for Complaints and Appeals POL17_12-14_14.5 PRO17_12-14_14.5	Policy Endorsed by Ferne Robinson, PEO/PD Policy Approved by Dr. Michelle Lee, CEO Approval Date: 20 th Feb, 2018 Next Review Date: Dec, 2018
Dynamic Management Group Pty Ltd t/a Royal Brisbane Institute of Technology, National RTO Provider No: 30807, CRICOS Provider Code: 02370B		
<p>Policy Statement:</p> <p>Dynamic Management Group Pty Ltd t/a Royal Brisbane Institute of Technology (hereinafter referred to as RBIT/RBIC) enables students and clients to be informed of and to understand their rights and RBIT/RBIC's responsibilities under the Standards for Registered Training Organisations 2015 Standard 6 and the ESOS Framework including the ESOS Act (as amended) and National Code 2018 Standard 10.</p> <p>This policy outlines all requirements to ensure all complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.</p>		
<p>Purpose:</p> <p>The purpose of this policy is to have effective, timely, fair and equitable complaints and appeals system and meet the standards that govern this policy. These are the Standards for Registered Training Organisations 2015 Standard 6 and the National Code 2018 Standard 10 which require that students have ready access to effective grievance processes, which enable them to make complaints about any aspect of RBIT/RBIC operations, including operations provided by other entities on behalf of RBIT/RBIC, without fear of reprisal, and which provide for review by an appropriate independent third party if internal processes fail to resolve a grievance.</p>		
<p>Execution:</p> <p>This Policy and Procedure will be given to students before a contract is entered into or before an amount of money has been paid whichever happens first. This Policy and Procedure must be provided in full in the International Student Written Agreement.</p> <p>The PEO/PD/OCM, Registrar are delegated RBIT/RBIC Administrative Qualification Compliance Officers work according to NVR, SRTO, ESOS, CRICOS, National Code and regulatory compliance Standards; responsible to ensure effective implementation of this policy,</p> <p>All Staff also responsible to govern RBIT/RBIC daily operations to meet ASQA compliance standards; implement the RBIT/RBIC Policy and Procedures, SOPs and fully comply with all legislation and principals as outlined in this Policy.</p> <p>Policy Stakeholders</p> <p>The principal users of this Complaints and Appeals Policy are RBIT/RBIC staff, students and clients for each education and training sector of RBIT/RBIC to assist in the quality management of all complaints and appeals.</p>		
<p>Quality Management Focus:</p> <p>RBIT/RBIC has developed a quality system for the management of complaints and appeals.</p> <p>RBIT/RBIC has developed the Systematic Monitoring Ongoing Compliance (SMOC) Policy to govern the operational quality assurance; and Quality Assurance for Continue Improvement and Correction Action Plan (QACICA) to govern the quality service best practice standards to meet the ASQA compliance enquiries.</p> <p>RBIT/RBIC has generated an Operational Corrective Action Plan (OCAP), a living tool to record the Corrective schedule, action, and effective corrective outcome. We are committed to providing a quality service, continue validate training and assessment also a focus on continuous improvement needs. We value feedback from students, trainer, staff, employers, and relevant stakeholders for incorporation into future programs.</p>		

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1. Scope and Definitions

Scope of Policy

This policy applies to all current and prospective students and staff.

The Terminology

Appeal: a request or reference to some person or authority for a decision, corroboration, judgment, etc.

- a. an application or proceeding for review of a decision resulting from a complaint.
- b. formal question as to the correctness of a ruling.

ASQA: Australian Skills Quality Authority.

Complaint: an expression of discontent, criticism, grief or fault-finding about an individual, situation or event

ESOS: Education Services for Overseas Students.

QACICA: Quality Assurance for Continue Improvement and Correction Action Plan.

OCAP: Operational Corrective Action Plan.

PRISMS: Provider Registration International Student Management System.

RBIT/RBIC: Royal Brisbane Institute of Technology and Royal Brisbane International College.

RTO: Registered Training Organisations.

SMS: Student Management System.

SMOC: Systematic Monitoring Ongoing Compliance.

VET: Vocational Education and Training.

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2. Policy

- 2.1 RBIT/RBIC is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system about matters or issues relating to students' experiences at RBIT/RBIC.
- 2.2 RBIT/RBIC maintains a process which allows for students who do not agree with a decision made by the College to appeal that decision. This appeals process provides complainants with access to an external mediator who can independently assess the complaint and recommend an outcome.
- 2.3 When handling complaints or appeals, RBIT/RBIC ensures:
- Complaints or appeals are resolved promptly, fairly, objectively with sensitivity and in complete confidentiality.
 - Each complaint is handled with an open mind, without any prejudice arising from past issues with the student.
 - In relation to student complaints involving a staff member, RBIT/RBIC ensures a different staff member investigates the complaint to ensure independence.
 - When RBIT/RBIC attempts to resolve difficulties experienced by students, RBIT/RBIC is committed to a culture of openness and continuous improvement. Complaints and appeals are viewed as an opportunity to improve operations.
 - A complaints or appeals handling system is in place that is client focused and helps RBIT/RBIC to prevent these events from recurring.
 - The complainant or appellant can present their case to RBIT/RBIC at minimal or no cost.
 - The complainant or appellant can be accompanied and assisted by a support person at any relevant meetings.
 - That students are fully informed of their rights to lodge a complaint or appeal and reminded and further explained to them during Orientation
 - RBIT/RBIC will give students who raise complaints the opportunity to formally present their cases.
 - Students are encouraged to raise grievances. Students will not be subject to any discrimination as a result of raising a complaint or appeal.

Access to Complaints and Appeals Policy, Procedures and Forms

- 2.4 This Policy must be provided to students prior to enrolment and contained in full in the written agreement.
- 2.5 This Policy, the associated Procedures and the Complaint and Appeals forms are published on the RBIT/RBIC website, free and easily accessible to all students. Students may also obtain a copy from Reception.
- 2.6 All students are provided with access to the Complaint and Appeals policy and procedures prior to enrolment. Students are also provided with information about the complaints and appeals process during their orientation program

Lodgement of a Complaint or Appeal

- 2.7 All complaints or appeals must be lodged in writing on the 'Incident Report or Student General Request Form' and should be addressed to:

The Registrar Royal Brisbane Institute of Technology
PO BOX 12998 George St Post Shop Brisbane,
QLD 4003. Australia
Email: reg01@ribt.qld.edu.au or lodge in person to the front desk

- 2.8 All Complaints and Appeals must be lodged within twenty (20) working days of the disputed incident or decision.

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- 2.9 The complainant will have the right to have a representative present during any negotiations with RBIT/RBIC or its appointed representatives.

Informal Complaints

- 2.10 Students are encouraged to raise the matter informally with their lecturer, trainer/assessor, Student Support officer of RBIT/RBIC staff:
- a) All informal complaints will be responded to promptly to ensure an effective resolution;
 - b) By swiftly addressing information complaints, RBIT/RBIC will act to prevent the matter escalating to a formal complaint;
 - c) Improvement suggestions will be reviewed by the relevant business area and addressed through the Quality Assurance Continual Improvement Corrective Action (QACICA) processes.

Formal Complaints

- 2.11 All formal complaints will be responded to efficiently to ensure an effective resolution within a reasonable timeframe.
- 2.12 RBIT/RBIC will acknowledge and start the process within ten (10) working days upon receiving a complaint.
- 2.13 RBIT/RBIC will endeavour to resolve formal complaints within twenty (20) working days upon receipt of the formal complaint. However, in some cases, particularly if the matter is complex, the resolution may take longer, but not more than sixty (60) working days, in which case students will be advised of an extended timeframe in writing and the reasons for the extension. The student shall be informed of any progress within that timeframe.
- 2.14 Students may appeal the outcome of the complaint or grievance process in writing.

Internal Appeals

- 2.15 All appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe.
- 2.16 RBIT/RBIC will endeavour to resolve formal appeals within twenty (20) working days upon receipt of the appeal or as soon as practical. However, in some cases, particularly if the matter is complex, the resolution may take longer, but not more than sixty (60) working days, in which case students will be advised of an extended timeframe and the reason for the extension.

Lodgement of an Appeal

- 2.17 The Appellant must lodge an appeal in writing within ten (10) working days from receipt of RBIT/RBIC's complaint outcome notification of the decision.
- 2.18 The Appellant must lodge the appeal with detail, and where appropriate provide relevant evidence relating to the ground(s) for appeal as to enable the Complaints and Appeals Panel to prepare for an appeal meeting within five (5) working days from receipt of the appeal notice.
- 2.19 The meeting chair will notify the student of the outcome and will save the letter in the student file and the Complaints and Appeals register.
- 2.20 A member of the panel who was involved in the matter being appealed may not be a member of the Appeals Panel.
- 2.21 The RBIT/RBIC Complaints and Appeals Panel is bound to:
- Hear all evidence impartially;
 - Make a decision on the evidence based before them;
 - Make a decision based on a balance of probabilities – i.e. that a proposition is more likely to be true than not;
 - Preserve the integrity of quality assurance standards on behalf of RBIT/RBIC; and
 - Maintain the confidentiality of information made available and of panel decisions.

External Appeals

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- 2.22 Where a student disagrees with a decision, an external appeals process can be arranged through the Australian Council of Private Education and Training (ACPET), Queensland Training Ombudsman or Overseas Student Ombudsmen for international students. Please note that charges may apply.

ACPET Queensland office

Level 10, 126 Margaret Street

Brisbane Qld 4000

Call within Australia (07) 3210 1628

Call outside Australia +61 7 3210 1628

Email: qld@acpet.edu.au

Training Ombudsman

Website: www.trainingombudsman.qld.gov.au

Phone: 1800 773 048

Email: info@trainingombudsman.qld.gov.au

Mail: PO Box 15090, City East QLD 4002

Overseas Ombudsman Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072 within Australia.

Outside Australia call +61 2 6276 0111. Overseas Ombudsman

The Overseas Students Ombudsman will investigate complaints about action taken by private providers in connection with overseas students. The Overseas Students Ombudsman website supplies the process for making a complaint. There is no charge for lodging an appeal.

RBIT/RBIC will co-operate with any Overseas Students Ombudsman investigation and supply all requested documentation within the required timeframes.

Following the receipt of the outcome of the investigation, RBIT/RBIC will immediately implement the decision, notify the student in writing of the outcome and place a copy of the documentation on the student file. RBIT/RBIC will also review the appeal and undertake any improvement actions.

- 2.23 RBIT/RBIC will maintain the student's enrolment while the complaints and appeal process is ongoing.
- 2.24 If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, RBIT/RBIC agrees to implement immediately any decision and/or corrective and preventative action required and advises you of the outcome.
- 2.25 External Appeals Students are entitled to resolve any dispute by exercising their rights to other legal remedies.

Continuous improvement

- 2.26 Where the Complaint or Appeal decision supports the student, RBIT/RBIC will implement corrective or preventative actions and notify the student of the outcome immediately.

Record keeping and Reporting

- 2.27 RBIT/RBIC will not report the student through the Provider Registration and International Student Management System (PRISMS) while the complaints and appeals process is going.
- 2.28 All complaints and appeals forms and outcome decisions under this policy shall be maintained for a period of at least five (5) years to allow all parties to the complaint or appeal appropriate access to these records.
- 2.29 All records and outcome letters will be saved under the individual student file and the Complaints and Appeals Register/Folder.

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2.30 All records relating to complaints and appeals will be treated as confidential and will be covered by the RBIT/RBIC Privacy Policy.

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3. Procedure

Step	Procedure	Responsible Person
1. Lodge Formal Complaint or Appeal	<p>a. Student to complete Incident Report or General Student Request Form and hand to front desk or mail/email: The Registrar Royal Brisbane Institute of Technology PO BOX 12998 George St Post Shop Brisbane, QLD 4003. Australia Email: reg01@ribt.qld.edu.au or lodged in person to the front desk</p> <p>When: within 20 days of incident or dispute</p>	Admin
2. Review Formal Complaint or Appeal	<p>a. RBIT/RBIC to start review process of Complaint or Appeal by:</p> <ul style="list-style-type: none"> - Recording Incident in the Complaints and Appeals Register; - Acknowledgement of complaint to the student in writing via email/letter; - Conduct investigations based on allegations and/or evidence received in the complaint or appeal; - Conduct interview with student or other person/s where necessary: <ul style="list-style-type: none"> • individuals may have support person present • a record of meeting will be kept • seek satisfactory resolution where appropriate <p>When: action review process within 10 working days of receiving notification of incident or dispute from student.</p> <p>b. RBIT/RBIC will endeavour to resolve formal complaints within twenty (20) working days upon receipt of the formal complaint. However, in some cases, particularly if the matter is complex, the resolution may take longer, but not more than sixty (60) working days, in which case students will be advised of an extended timeframe in writing and the reasons for the extension. The student shall be informed of any progress within that timeframe.</p>	PEO A.PEO HR
3. Outcome	<p>a. RBIT/RBIC to advise student of outcome of complaints or appeal investigations:</p> <ul style="list-style-type: none"> - Outcome to be provided to the student in writing with details of actions taken, result outcome and reasons for the outcome - Student letter will provide option for the decision to be appealed <p>Student satisfied with outcome:</p> <ul style="list-style-type: none"> - Matter will be deemed to be complete and all evidence will be kept on the students file; - Complaints and Appeals Register updated with details and evidence <p>Student not satisfied with outcome:</p> <ul style="list-style-type: none"> - Student requests appeal of decision - Student will remain enrolled during appeal process - Student is required to lodge a formal Appeal with supporting evidence within 10 working days 	PEO A.PEO HR Admin

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4. Internal Appeal	<p>a. Student to lodge formal Appeal within 10 working days of notice of complaint decision:</p> <ul style="list-style-type: none"> - Stating grounds for appeal - Providing evidence to support grounds for appeal <p>b. RBIT/RBIC will review student's Appeal notice and:</p> <ul style="list-style-type: none"> - form an Appeal Panel to meet within 5 working days of receipt of the notice of appeal to review all evidence and grounds for appeal; - the panel shall consist of a Chair Person and will contain a minimum of three (3) staff and will not contain any person who has been part of the initial complaints process; - Panel will reach a decision and the Chair Person will be responsible for record keeping and advising the student of the appeal decision <p>c. The student shall be notified of the outcome of appeal decision in writing with details of the outcome and reasons for the decision. If the student is not successful with the RBIT/RBIC internal complaints handling and appeals process, RBIT/RBIC must advise the student within 10 working days of concluding the internal review of the student's right to access an external complaints handling and appeals process at minimal or no cost. RBIT/RBIC must give the student the contact details of the appropriate complaints handling and external appeals body.</p> <p>d. RBIT/RBIC will endeavour to resolve formal appeals within twenty (20) working days upon receipt of the appeal as soon as practical. However, in some cases, particularly if the matter is complex, the resolution may take longer, but not more than sixty (60) working days, in which case students will be advised of an extended timeframe and the reason for the extension.</p> <p>Student satisfied with outcome:</p> <ul style="list-style-type: none"> - Matter will be deemed to be complete and all evidence will be kept on the students file; - Complaints and Appeals Register updated with details and evidence <p>Student not satisfied with outcome:</p> <ul style="list-style-type: none"> - Student requests external appeal of decision - Complaints and Appeals Register updated with details and evidence including any recommended actions/improvements <p>**Student will remain enrolled during the appeals process.</p>	PEO APEO HR
5. External Appeal	<p>a. Where a student disagrees with a decision resulting from an internal Complaints and Appeals handling process, they must follow up with an external appeals process. Please note that charges may apply.</p> <p>b. Students may be referred to one or more of the following:</p> <p>Overseas Ombudsman Email: ombudsman@ombudsman.gov.au Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Overseas Ombudsman</p>	PEO APEO HR Admin

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	<p>Training Ombudsman Website: www.trainingombudsman.qld.gov.au Phone: 1800 773 048 Email: info@trainingombudsman.qld.gov.au</p> <p>ACPET Queensland office Call within Australia (07) 3210 1628 Call outside Australia +61 7 3210 1628 Email: qld@acpet.edu.au</p> <p>c. Student will remain enrolled during the external appeal process.</p> <p>d. External Appeal decision handed down:</p> <ul style="list-style-type: none"> - In favour of RBIT/RBIC – action appropriately - In favour of the Student – RBIT/RBIC must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action. <p>e. Student will be notified of outcome in writing.</p> <p>f. PRISMS and SMS will be updated if required.</p> <p>g. All evidence to be maintained in the Complaints and Appeals Register and on the Student file.</p>	
6. Record Keeping and Continuous Improvement	<p>a. All Incident Reports and supporting evidence to be updated and maintained in the Complaints and Appeals Register and folder.</p> <p>b. Records are to be kept for a minimum of 5 years.</p> <p>c. Where the Complaint or Appeal decision supports the student, RBIT/RBIC will:</p> <ul style="list-style-type: none"> - Record corrective or preventative actions in the QACICA and OCAP plans; - Implement corrective or preventative actions and notify the student of the outcome immediately. 	<p>PEO APEO HR Admin</p>

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4. References

Related Regulation	Hyperlink Reference
Standards for Registered Training Organisations (RTOs) 2015	https://www.asqa.gov.au/Users_Guide_to_the_Standards_for_Registered_Training_Organisation
ESOS Act 2000 (as amended)	https://www.legislation.gov.au/Details/F2016C00681
National Code 2018	https://www.legislation.gov.au/Details/F2017L01182

5. Supporting Documentation

Related Policies and Forms	Hyperlink Reference	
Incident Report Form	http://www.rbit.qld.edu.au/copy-of-student-sop-forms	
Student General Request Form	http://www.rbit.qld.edu.au/compliance	
Student Handbook	http://www.rbit.qld.edu.au/compliance	
Orientation PPT	http://www.rbit.qld.edu.au/compliance	
Privacy Policy	http://www.rbit.qld.edu.au/copy-of-student-sop-forms	
Complaints and Appeals Register	http://www.rbit.qld.edu.au/copy-of-student-sop-forms	