

# Complaints and Appeals Policy and Procedure



## POLICY

- If a student has a complaint that they wish to raise with Global College Australasia they are encouraged to do so through the Complaints and Appeals procedure. Students are also encouraged to appeal any Global College Australasia decision if they feel they have valid grounds via the Appeals process as per this policy.
- Students may lodge informal and formal complaints. Students may also access Global College Australasia internal and the external appeals process.
- Global College Australasia has a procedure for informal/ formal complaints and internal and external appeals processing/ handling.
- All complaints and appeals lodged will be used for continuous improvement purposes.
- The CEO is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- This policy will be implemented in compliance with the requirements of the Standards of Registered Training Organisations (RTOs) 2015 Standard 6, ELICOS Standards and the National code of practice 2007 Part D Standard 8.
- This policy and procedure applies to all Global College Australasia international students and staff.
- All students are provided information on Global College Australasia Complaints and appeals policy and procedure pre-and post-enrolment.
- Students may be accompanied and assisted by a representative at any time.
- Students' enrolments are maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined.
- If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action, this will be reported to Global College Australasia management meeting as part of the continuous improvement process.
- The student will incur no cost during the complaints and appeals process unless they seek external representation.
- Global College Australasia takes complaints and appeals seriously and action is commenced within 5 days of receipt of a complaint or appeal. Global College Australasia will act upon the outcome of any complaint found to be substantiated.
- Students are provided the opportunity to lodge their complaint or appeal in writing.
- The principles of natural justice and procedural fairness are consistently applied when Global College Australasia is implementing this policy and procedure.
- Global College Australasia encourages all parties to approach a complaint or appeal with an open view and to attempt to resolve problems in a fair, unbiased, and equitable manner through discussion and conciliation.
- All complaints and appeals will be handled professionally and confidentially to achieve a satisfactory resolution that is fair, unbiased, and equitable to all parties.
- Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the Institute.

## PROCEDURE

### Informal Complaint Process – General Complaints

- Students are encouraged to approach any member of Global College Australasia staff and make an informal complaint about any issue relating to their training. Students can lodge a complaint against any decision made by a third-party providing services on Global College Australasia's behalf, its trainers, assessors, fellow students or others.
- Where possible Staff members (OSCO) utilise advice, discussions, and general mediation in relation to the issue/ complaint. Staff members (OSCO) try and resolve the issue informally. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- Any staff member can be involved in this informal process to resolve issues. Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their informal complaint and a copy of this policy and procedure within 5 working days of Global College Australasia receiving the informal complaint.
- Parties identified in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to present their side of the matter. Global College Australasia gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.

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- Staff members (OSCO) refer students to the Compliance Manager if they feel they cannot or it is not appropriate for them to try and resolve the complaint/ issue.
- Staff may arrange a future meeting with the student if further investigation is required.
- If the complaint is against the Compliance Manager then CEO should be approached and deal with the complaint.
- The outcome of the informal complaint should be communicated to the student within 10 working days of lodgement.
- Students who are not satisfied with the outcome of the informal process are encouraged to lodge a formal complaint.
- All Staff members (OSCO) should log informal complaints and outcomes in the complaints & appeals register for continuous improvement purposes.

## Formal process - General Complaints

- Students are encouraged to approach any member of Global College Australasia staff and make a formal complaint about any issue relating to their training. Students can lodge a complaint against any decision made by a third-party providing services on Global College Australasia's behalf, its trainers, assessors, fellow students, or others.
- If dissatisfied with the outcome of the informal complaints process, students should complete the Complaints & Appeals form (with assistance from the Compliance Manager if required).
- Students should lodge formal complaints using the Complaints & Appeals form located in the Student handbook (international students) and Global College Australasia website.

Complaints & Appeals forms are to be submitted to

[admin@globalcollege.com.au](mailto:admin@globalcollege.com.au)

Global College Australasia, 176 Wellington Street Perth 6000

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- If the complaint is against the Compliance Manager the CEO will deal with the complaint.
- Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their formal complaint and a copy of this policy and procedure within 5 working days of Global College Australasia receiving the formal complaint form. Global College Australasia processes the complaint/ appeal within 10 working days of lodgement.
- Parties involved in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to the complaint. Global College Australasia gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.
- The Compliance Manager will investigate the complaint and liaise with appropriate staff (if/ when appropriate) to ensure all the facts are considered prior to making any decision. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- If appropriate the Compliance Manager may seek advice from internal/ external Welfare Support services and/ or involve welfare support personnel in the handling of the complaint.
- If appropriate the Compliance Manager may seek advice from CEO in the handling of the complaint.
- The Compliance Manager may arrange a meeting with the student during the investigation process if appropriate. Other parties identified in the complaint/ allegations may attend the meeting.
- If a meeting is initiated the Compliance Manager will attend the meeting and provide the complainant an opportunity to present their side of the matter.
- Meeting minutes will be taken and made available to all parties.
- Student can choose any person to accompany him for support for the meeting.
- Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.
- At any meeting the student has the opportunity to submit and discuss any evidence in support of their complaint.
- The Compliance Manager will consider all evidence from the student, and/ or other parties and/ or The Global College Australasia prior to coming to any decision.

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- The Compliance Manager will clarify evidence/ information to ensure they fully understand all aspects of the issue.
- On reviewing the evidence the Compliance Manager will attempt to negotiate a resolution to the issue/ complaint. The Compliance Manager will approach the resolution with an open view and to attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- The Compliance Manager notifies the student in writing of Global College Australasia's decision within 3 working days of the decision being made. This will include reasons for the decision.
- Students are notified of their right to appeal any decision within 20 working days of receiving notification if they are not satisfied with the outcome of the process. They are also notified how to access the process.
- All formal complaints and outcomes are recorded in the Complaints and Appeals Register. If appropriate the continuous improvement register will be updated.
- If a student's complaint is substantiated through this process the Compliance Manager will take immediate corrective action.
- All relevant documentation relating to the complaint is stored in the student's file.
- If the complainant is unsatisfied with the outcome of the formal complaint process they may access the Global College Australasia internal appeals processes. The internal appeals procedure is outlined below.

## Internal appeals process – General appeals

- If students are not satisfied with a Global College Australasia decision they may appeal by accessing the appeals process. All parties are encouraged to approach the appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- The student will not incur costs when accessing the internal appeals process unless they seek representation.
- General appeals may be made in relation to the situations.
  1. The outcome of a formal complaint.
  2. The outcome of action being brought against the student for breaching the code of conduct or a decision made by Global College Australasia that impacts the student.
- Students must have reasonable grounds for an appeal and include all supporting evidence with the Complaints & Appeals form.
- The Compliance Managers not able to assist students in establishing if they have reasonable grounds for an appeal.
- Students' have the right to seek advice from and be represented by external parties at any time during the appeals process. The cost of this will be borne by the student. If the appeal is in relation to the Compliance Manager and/ or his decisions another member of staff will deal with the process. This will be the CEO.
- If the appeal is lodged as a result of the outcome of a complaint, the staff member who dealt with the complaint will not handle the appeal.
- Students must lodge an appeal within 20 working days of being notified by Global College Australasia of any decision they wish to appeal.
- Students must lodge appeals using the Complaints & Appeals form located in Student handbook (international students) via e-mail to [admin@globalcollege.com.au](mailto:admin@globalcollege.com.au). Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Global College Australasia receiving the Complaints and appeals form.
- The appeals process will commence within 3 working days of lodgement and the outcome communicated to the student within 20 working days of lodgement. On receiving an appeal Global College Australasia will arrange a meeting to take place and inform the student in writing.
- Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing. Global College Australasia gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the appellant where possible.
- Staff handling the appeal provide all parties every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the student where possible.
- Global College Australasia considers all the evidence and liaise with appropriate staff if necessary to ensure all the facts are considered prior to making any decision.
- If appropriate Global College Australasia staff may seek advice from external welfare support services and/ or academic staff.
- If appropriate staff may implement the Global College Australasia Critical Incident policy if they believe the issue meets the criteria to be deemed so.

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- Global College Australasia representatives will clarify evidence/ information to ensure they fully understand all aspects of the issue.
- All evidence will be reviewed in a fair, unbiased, equitable and impartial manner in coming to a decision.
- Minutes of the meeting will be taken including the outcome of the appeal. This will also include the reasons for the decision. The minutes will be signed by all present.
- Global College Australasia staff discuss the reasons for the decision with the appellant.
- If the outcome is in favour of the student Global College Australasia will immediately commence corrective/ improvement action.
- Students are forwarded written confirmation of the outcome the next business day. The letter details the reasons for the decision and informs the student of their right to access the external appeals process within 20 working days of receipt of the letter (if appropriate). Information on how to access this process is also provided.
- The complaints and appeals register is updated. The continuous improvement register may also be updated.
- All evidence will be placed in the students file.
- There are no further avenues within Global College Australasia for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available to students.
- Details of the external appeals process and how students may access it are outlined below.
- Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be met by the student.

## Internal appeals process – Assessments

- The student will not incur costs when accessing the internal appeals process unless they seek representation. If a student feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal an assessment decision.
- Students should approach their assessor in this case outlining the reasons for their appeal.
- If the assessor feels there are reasonable grounds for the appeal he will decide to re-assess the student.
- The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file
- If the assessor decides to refuse the student an opportunity for re-assessment, the student may lodge a formal appeal by submitting a complaints and appeal form. The student must provide reasons for the appeal along with any supporting evidence.
- Complaints & Appeals forms are to be submitted to: Compliance Manager Global College Australasia, 176 Wellington Street, East Perth 6000 or emailed to [admin@globalcollege.com.au](mailto:admin@globalcollege.com.au).
- The Compliance Manager will deal with this process. Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Global College Australasia receiving the Complaints and appeals form.
- The Compliance Manager reviews all the supporting documentation and discusses the situation with the assessor and student. A decision will be made after all the evidence has been considered. Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing. Global College Australasia gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the appellant where possible.
- The Compliance Manager will invite the student and other party/ies to attend a meeting and present their evidence (if appropriate). All parties are encouraged to approach the appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation. The Compliance Manager will also review all evidence in an impartial manner. If the Compliance Manager decides that the students appeal be upheld the following will apply.
- The assessment submission in question will be marked again by the assessor or an additional opportunity to demonstrate competency provided to the student or another assessor will mark the submission or another assessor will provide an additional opportunity for the student to demonstrate competency (the relevant factors impacting the appeal and circumstances will be considered in deciding on the most appropriate course of action).
- Global College Australasia will document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file.
- The student will be awarded the grade that gives them the most favourable outcome between the two submissions.
- If the students appeal is refused he/she will be sent written notification of the outcome within two working days of the decision being made. This will also include reasons and details for the decision. The letter will also inform the student of their right to access the external appeals process and how to do so.

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- Students can only appeal an assessment decision once.
- If students are dissatisfied with the outcome of the internal appeals process they may access the external appeals process. Details of this procedure and how to access it are outlined below.
- Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be met by the student.

## External appeals process

- External appeals may only be lodged if a student thinks Global College Australasia has not followed this Complaints and Appeals policy and procedure. Students can lodge an external appeal against any decision made by a third party providing services on Global College Australasia behalf, its trainers, assessors or others.
- Students may access the external appeals process with Ombudsmen in WA. Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for further information.

Complaints or appeals that may be referred to the Overseas Students Ombudsman for investigation may be about:

1. course admission refusals
2. fees and refunds
3. course or provider transfers
4. course progress or attendance
5. cancellation of enrolment
6. work placement arranged by a provider
7. Incorrect advice given by an education agent.

The Overseas Students Ombudsman will not investigate complaints about:

1. public providers (which are already covered by the State and Territory Ombudsman)
  2. domestic Australian students
  3. Students from overseas who are not on a student visa (e.g. students studying on a visitor, working holiday or temporary business visa).
- Students must lodge external appeals using the Complaints & Appeals form located in the Student handbook (international students) or available from [admin@gca.om.au](mailto:admin@gca.om.au) Complaints and Appeals Policy and Procedure
  - Complaints & Appeals forms are to be submitted to: Compliance Manager Global College Australasia 176 Wellington Street, East Perth 6000 or [admin@globalcollege.com.au](mailto:admin@globalcollege.com.au)
  - Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Global College Australasia receiving the Complaints and appeals form.
  - Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing.
  - Global College Australasia will forward all external appeals to Ombudsmen within two working days of lodgement.
  - Ombudsmen will advise the student that in general, the purpose of the external appeals process is to determine whether Global College Australasia has followed its internal complaints and appeals policy and procedure.
  - Students will not incur costs in accessing the external appeals process unless they seek external representation.
  - All documentation is placed in the student's file.
  - Ombudsmen will provide a written statement of the outcome including reasons and details for the decision to the appellant and Global College Australasia at the completion of the external appeals process.
  - If the outcome of the external appeals process results in a decision favouring the student, Global College Australasia will immediately implement any corrective action, decision or measures required as indicated in the

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written response provided by the external appeals body. The student will be advised as to the course of action taken by Global College Australasia as per Ombudsmen advice.

- The student will be contacted within 1 working day of receiving notification from Ombudsmen of the decision.
- The student may access and receive the outcome of only one external appeals process

## Extending the duration of the Complaints and/ or appeals process

- If Global College Australasia considers that due to the nature of the complaint or appeal that more than 60 days are required to process the complaint or appeal the following will apply:
  - Global College Australasia will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.
  - During the period of processing the complaint of appeal Global College Australasia will regularly update the complainant or appellant in writing on the progress of the matter.

## Students appealing GCA intention to report for unsatisfactory attendance or appealing a decision to suspend or cancel their enrolment in accordance with the Defer, suspend or cancel enrolment policy and procedure

- If an international student receives notification from GCA informing them that the College intends to report them for failing to maintain satisfactory course progress or unsatisfactory attendance (as per student visa requirements and GCA Attendance and Course progress policies and procedures), students have the right to appeal the decision.
- If an international student receives notification from GCA informing them that the College intends to suspend or cancel their enrolment for misconduct/ misbehaviour or in accordance with the Defer, suspend or cancel enrolment policy and procedure, students have to the right to appeal the decision.
- Appeals must be lodged in writing on the Complaints and appeals form and include verifiable supporting documentation/ evidence.
- Complaints and appeals forms are to be submitted to the Compliance Manager, Global College Australasia, 176 Wellington Street, East Perth 6000 or [admin@globalcollege.com.au](mailto:admin@globalcollege.com.au).
- Students have 20 working days to lodge an appeal against a GCA decision.
- Students must attend all scheduled classes during the complaints and appeals process and complete all related course work and assessments.
- If a student chooses to access the Complaints and appeals processes to appeal the intention to report the student or suspend or cancel their enrolment, GCA will maintain the student's enrolment while the internal and external appeals processes are ongoing.
- The College may decide to suspend or cancel a student's enrolment before the internal or external appeals process elapsed or before the conclusion of the appeal process is known only if there are extenuating circumstances. E.g. serious risk being posed to the student, other students and/ or College staff by maintaining the student's enrolment.

## Suspending and cancelling enrolments

- The College waits until 22 working days after notifying the student of the College's intention has elapsed, or the outcome of any appeal is known or the student withdraws from the appeal process before suspending or cancelling an enrolment.
- Enrolments are suspended or cancelled via PRISMS with reasons noted and all documentary evidence placed in the students file.
- Students are notified of the impact of suspending and/ or cancelling their enrolment on their student visa at all stages during the relevant process in person and in formal communication from the College.
- All documentation relating to cancelling an enrolment is stored in the students' file.