



International Student Complaints and Appeals Policy

1. PURPOSE

Melbourne College of Business and Technology (further referred to as the college) has a:

- defined complaints and appeals process that will ensure learners' complaints and appeals are addressed effectively and efficiently
- provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively

2. SCOPE

The scope of this policy extends to cover all management, employees, contractor's suppliers, agents, clients, partners and students of the College.

3. REFERENCES

National Code 2018 - STANDARD 10 Complaints and appeals

4. RESPONSIBLE PARTIES

CEO

5. DEFINITIONS

Complaint – Complaints arise when a student / customer is not satisfied with an aspect of the college's procedures, outcomes or the quality of product or service provided by the college and requests action to be taken to resolve the matter.

Appeal - Appeals arise when a student / customer is not satisfied with a decision made as a result of enquiry, complaint.

6. APPLICATION

Melbourne College of Business and Technology implements a documented internal complaints handling and appeals process and policy, and provide international student with detailed and easily accessible information about the process and policy.

Melbourne College of Business will make sure the complaints and appeals are handled professionally.

7. RULES

- a) The college recognises that differences and complaints can arise from time to time. Quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.
Information regarding initiating a complaint or appeal is available to the student in the Student Handbook. A copy of this complete policy will be given to any student notifying that they wish to lodge a complaint.
- b) For all concerns relating to the delivery of academic, administrative or support services, students should speak initially with the staff member responsible for the relevant area/issue (e.g. trainer/assessor). This can be done informally in person or in writing. Problems and issues are often resolved quickly at this stage. Complaints will remain confidential.
- c) If students believe that the response provided by the trainer/assessor or other staff member of the college is not reasonable, they may wish to seek a review of the outcome by contacting the CEO of the college in writing outlining the reasons they are seeking further consideration. They may submit a complaint by email, fax, letter or in person.



- d) The complaint will be investigated and resolved by the CEO. If the CEO is party to the complaint, he/she will not take part in any discussions or decisions made by the college.
- e) The assessment of the complaint or appeal should be conducted professionally, fairly and transparently.
- f) The college will investigate the complaint and commence assessment of the complaint or appeal within 10 working days and finalise the outcome as soon as possible. Students should receive acknowledgement in writing within two working days and a decision within 20 working days. However, depending on the complexity of the case and the information provided, this timeframe may vary.
- g) To assist with the timely resolution of student's complaint it is important that students are advised to:
 - (1) detail the steps they have taken towards resolution
 - (2) clearly state the outcome they are seeking
 - (3) provide relevant supporting documentation
 - (4) all complaints and appeals must be in writing and in English
- h) International students should be given an opportunity to formally present his/her case at minimal or no cost, and be assisted by a support person for any relevant meetings
- i) Grounds for Academic Appeals
 - (1) The trainer did not provide a subject outline
 - (2) The trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
 - (3) Assessment requirements specified by the trainer were unreasonably or prejudicially applied to the student
 - (4) It is believed that a clerical error has occurred in the documenting of the assessment outcome
 - (5) there appears to be a discrepancy between the practical observation and the formal assessment
- j) If the result of complaints or appeals is not satisfactory after internal review, international students should be advised that within 10 working days they have the right to access an external complaints handling and appeals process.
- k) External review - If students believe the outcome of your complaint is unreasonable, they may choose to pursue the matter with an external body. Contact details for the State Ombudsman Offices are available from the websites below:

There are usually no cost or minimal costs for these services

ACT	www.ombudsman.act.gov.au
NSW	www.ombo.nsw.gov.au
NT	www.omb-hcsc.nt.gov.au
TAS	www.ombudsman.tas.gov.au
WA	www.ombudsman.wa.gov.au
QLD	www.ombudsman.qld.gov.au
VIC	www.ombudsman.vic.gov.au
SA	www.trainingadvocate.sa.gov.au

OR

Contact Details for LEADR
LEADR, the Association of Dispute Resolvers.
Level 1, 13-15 Bridge Street Sydney NSW 2000
1800 651 650
Fax 02 9251 3733
Email: leadr@leadr.com.au

Contact Details for ACPET:



Australian Council for Private Education and Training (ACPET)
PO Box 551, East Melbourne, Vic 8002
1800 657 644
Fax (03) 9416 1895
Email: acpet@acpet.edu.au

- l) If the matter is not resolved satisfactorily an independent mediator, Department of Justice and Disputes & Resolution Complaints Committee will be engaged. Any fees or charges that may be incurred via external resolution mediator will be subject to 50% payment by the college & 50% payment by students.
- m) A written statement of the outcome of all complaints will be given to students and will be kept on their personal file.
- n) The college will maintain student's enrolment while a complaint is ongoing.
- o) If students are concerned about the college as a training provider, then they may approach the regulatory body. This authority has the power to suspend or cancel the college's institutional registration or any course registration if a breach of the requirements of registration provision is proved. Concerns about the conduct of the college should be addressed to:
 - (1) Australian Skills Quality Authority
 - (2) Refer to their website at <http://www.asqa.gov.au/complaints/making-a-complaint.html> for further information.

Further Information Advice on the ESOS Act 2000 and the National Code 2018 contact the ESOS Helpline on: 1300 615 262 or by email at: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

Comprehensive information on the ESOS Act 2000 and the National Code 2018 is at: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Advice on visa matters at the DIBP (Department of Immigration and Border Protection) website: www.border.gov.au or contact DIBP on 131 881 for the cost of a local call anywhere in Australia.

Advice on PRISMS contact the PRISMS helpline at DET on: 02 6240 7647 or by email at: prisms@education.gov.au

- p) If the decision of the complaint supports the student then the college will immediately implement the decision and advise the student of the outcome.
- q) Rights and responsibilities common to all parties to a complaint include:
 - (1) Respectful communication
 - (2) Privacy
 - (3) Natural justice
- r) The college complies with the Privacy Act 1988 (Commonwealth). The college's privacy and records management policies and procedures provide guidance for the management of personal information. Information collected as part of a student complaint will be kept in a confidential and secure location, and will not comprise part of the student's academic file.
Note: Privacy Act 1988 (Commonwealth) does permit case consultation and advice seeking with expert members of the same organisation in order to understand and appropriately respond to your concerns.
- s) The principles of procedural fairness ensure that decision making is fair, consistent and reasonable:



- i) except under certain circumstances, persons have a right to be informed of the details of a complaint made against them
- ii) all parties to a complaint have the right to be heard and to respond
- iii) all relevant submissions and evidence shall be genuinely and impartially considered
- iv) the matter shall be addressed without undue delay
- v) the decision-maker shall not be unduly influenced by any party to a complaint.

8. DOCUMENTS

Document 46 - Complaints Form.docx

Document 20a - International Student Handbook.CRICOS.docx