



Student Complaints and Appeals Policy

PURPOSE

The purpose of this policy and procedure is to outline Greenwich English College Pty Ltd.'s approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner. The policy also ensures that all Greenwich English College Pty Ltd students, staff and other key stakeholders are aware of the nature and extent of the policy on complaints and appeals and their respective responsibilities with it.

This policy and procedure ensures compliance with Standard 6 of the Standards, as well as compliance with the of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, Standard 8 and the ESOS framework.

Scope

This policy and procedure applies to all staff of Greenwich English College Pty Ltd, in particular it applies to all staff involved in managing complaints and appeals and making decisions regarding their final outcomes. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Policy

Greenwich English College Pty Ltd responds to all allegations involving the conduct of:

- The RTO, its trainers and assessors and other staff.
- Any third party providing Services on behalf of Greenwich English College Pty Ltd
- Any student or client of Greenwich English College Pty Ltd

Complaints may be made in relation to any of Greenwich English College Pty Ltd.'s services and activities such as:

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

Appeals should be made to request that a decision made by Greenwich English College Pty Ltd is reviewed.

Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint

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_____ This policy is to be reviewed twelve (12) months from this date.

- assessment outcomes / results
- other general decisions made Greenwich English College Pty Ltd

1.1 Greenwich English College Pty Ltd 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, Greenwich English College Pty Ltd ensures that complaints and appeals:

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- Are responded to in a consistent and transparent manner.
- Are responded to promptly, 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.

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1.4 Greenwich English College Pty Ltd will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register.

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1.6 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.

All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties. The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. This will include not having the complaint or appeal managed or decided upon by the staff person or persons directly associated with the complaint or the decision maker(s) directly associated with an appeal.

The aim of Greenwich English College Pty Ltd and its staff is to achieve the highest levels of customer/student satisfaction and all complaints and appeals will be addressed in this light and with a spirit of care and consideration for the student.

Complaints and appeals will be recorded, acknowledged and dealt with fairly, efficiently and effectively. Greenwich English College Pty Ltd will keep records of all formal appeals and their outcomes on the student management system. All such records will be treated as confidential.

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

At any stage in the internal complaint or appeal process, students are entitled to have a support person of their choice accompany and support them.

All complaints and appeals require a written record if the complaint or appeal cannot be resolved informally. This includes a written statement of the outcome, including details and reasons for the decision; and

All complaints and appeals must be commenced within 10 working days of Greenwich English College Pty Ltd receiving the formal written lodgement of the complaint or appeal. The speed of processing must take into consideration the student's visa and enrolment time frames.

Greenwich English College Pty Ltd will maintain the student's enrolment while the complaints and appeals process is ongoing. This means Greenwich English College Pty Ltd does not notify DET of any change to the student's enrolment status through the Provider Registration and International Student Management System

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(PRISMS) on unsatisfactory course progress or attendance until the student has accessed the internal and external complaints and appeals process, and the decision or recommendation does not accept the student's appeal reasons. This does not necessarily mean that a student will remain in class. However, students will only be removed from class in extreme cases where issues of personal safety and well-being are of concern, such as in cases of discrimination or harassment.

Overseas student's unsatisfactory course progress or attendance will be reported in PRISMS only after:

- the internal and external complaints processes have been completed and the breach has been upheld;
- the student has chosen not to access the internal complaints and appeals process within 20 working days period;
- the student has chosen not to access the external complaints and appeals; or
- the student withdraws from the internal or external appeals process, by notifying Greenwich English College Pty Ltd in writing.

Greenwich English College Pty Ltd actively explores and identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of recurrence via its Policy and Procedure on Continual Improvement.

If a student is not satisfied with the outcome or conduct of the internal complaint and appeals process, Greenwich English College Pty Ltd will supply information to the student on how to pursue the appeal through an external appeals process. There is no charge for advising students of their rights to access an external appeals process. The external appeals process to which the student is referred should be at minimal or no cost. Students are to be notified that the purpose of the external appeals and process is to consider whether Greenwich English College Pty Ltd has followed its policies and procedures. When the external appeals process has been completed, Greenwich English College Pty Ltd will immediately implement the decision or recommendations and/or take the preventive or corrective action required by the outcomes of the external complaints handling or appeals process, and notify the student of the outcome.

Greenwich English College Pty Ltd will provide the student the contact details of the external complaints and handling and appeals body, that is, the Overseas Student Ombudsman (OSO).

Greenwich English College Pty Ltd will make specific arrangements for independent review of complaints about issues not covered by the Australian Competition and Consumer Commission (ACCC) or the OSO.

If the student is not satisfied with the outcome of the internal appeals process or the following external appeals process, the student can access multiple external appeals but Greenwich English College Pty Ltd is not responsible to assist the student with finding further appropriate appeals process.

Neither this policy nor the associated procedure remove from the student their right to any applicable consumer protections, legislations or regulations or the right to take action under any Australian consumer protection laws.

Definitions

Complaint: expression of dissatisfaction with any service, product or action delivered by Greenwich English College Pty Ltd.

Appeal: request to reconsider and change a decision made by Greenwich English College Pty Ltd.

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