

# STUDENT COMPLAINTS POLICY AND PROCEDURES

## 1. Purpose

The purpose of this policy is to ensure that The Lan-Grove Office Training Centre Pty Ltd (ACN 002 965 639 ABN 95 002 965 639, RTO ID 90412, CRICOS Provider 00181A) trading as The Sydney Business and Travel Academy and The Sydney English Language Academy herein known as “The Academy” will handle complaints fairly, efficiently and effectively as per Standard 10 of the National Code 2018 and Standard 6 of the Standards for RTOs 2015. The Academy will also ensure that all its current and prospective students have access to free, effective and fair complaints resolution processes.

The Academy’s complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our products, services, staff and complaint handling.

## 2. Policy Statement

Any current or prospective students during their relationship with The Academy who believes they have been unfairly treated will have access to the complaints process set out in this policy.

## 3. Policy Implementation

The complaints can include academic and non-academic matters.

### 3.1. Academic matters may include but are not limited to:

- ❖ Course content and course delivery methodology
- ❖ Trainers and assessors
- ❖ Course duration and shifts
- ❖ Assessments
- ❖ Issuing of AQF qualifications
- ❖ Course progress

### 3.2. Non-academic matters may include but not limited to:

- ❖ Customer services and administration
- ❖ Cancellation of enrolment
- ❖ Refusal to release students
- ❖ Marketing and promotion
- ❖ Fees and finance related matters
- ❖ Holiday breaks
- ❖ Bullying and harassment

## 4. Complaint process

The Academy may receive complaints from a student through a variety of means e.g. verbally, written documentation, electronically (email). Complaints can either be informal or formal. There is no cost for lodging a complaint. All complaints will be treated with integrity and privacy will be maintained at all times.

#### 4.1 Informal Complaint

Students are encouraged to raise any informal complaint directly with the staff member and student to whom the complaint relates to. For all academic matters relating teaching, students may discuss this directly with their teacher. If the complainant is not satisfied with the outcome, they can approach the reception to lodge a formal complaint.

#### 4.2 Formal Complaint

Formal complaints must follow the process listed below. The Academy will observe strict confidentiality during all stages of the complaints resolution process and the students' progress through a study program will not be disrupted whilst a complaint is being heard.

- 4.2.1 Formal complaints are to be made in writing within **7 calendar days** of the incident using the **Complaints Form** copy attached as, which can be obtained from the Reception, SBTA's website or can be emailed to the student upon request by sending an email to the Student Services at [studentservices@sbta.com.au](mailto:studentservices@sbta.com.au).
- 4.2.2 The student must state their case, provide as much detail as possible (such as dates, persons involved, place of incident, witnesses if relevant, etc), and submit the completed form attached additional evidence if required either by email, post or in person at the Reception desk.
- 4.2.3 The Student Services Coordinator will record the complaint in the Student Management System (ACAS) and acknowledge receipt of the complaint as soon as practical (**within 24 to 48 hours**) from the time the person submitted the complaint.
- 4.2.4 The Student Service Coordinator will commence the formal complaints process within 10 working days of the lodgement of the complaint. The Student Services Coordinator will assess the complaint and determine the following:
  - i. if the complaint should be escalated to management; or
  - ii. if the complaint can be resolved by the Student Services Coordinator; or
  - iii. if the student needs to attend a formal interview. If the student is invited to an interview, the student will be advised that they have the right to nominate a third party representation (e.g. a family member or friend, counsellor, professional representative or support person) if they require to be present at the interview process.
- 4.2.5 When a resolution is reached and the complaint is justified, the resolution will be communicated to the student immediately and the appropriate staff member will be notified to implement the decision or action if any within 10 days of the resolution being reached.
- 4.2.6 Any changes implemented as a result of the complaint will be communicated to all parties and the continuous improvement register will be updated by the Principal. The student will be given a further 10 days from the implementation to review and comment on the change.
- 4.2.7 If the change has a significant impact on The Academy's policies and procedures, all stakeholders which includes students and staff will be notified in writing of the proposed change and an appropriate implementation period will be determined as decided by management.
- 4.2.8 If the outcome of the complaint is not justified, then the student will be notified in writing and given an explanation citing the reasons for that decision. The student will

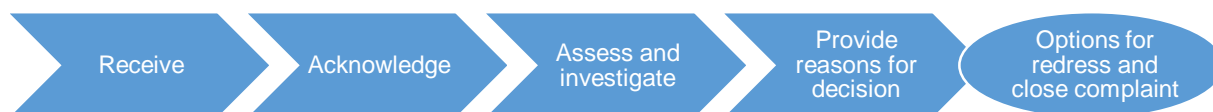
also be advised in writing within 10 days of the outcome being reached that they have the opportunity to appeal the decision. The student can access the “Appeals Form” from the website, reception or via email.

4.2.9 The Academy will however endeavour to resolve all appeals within the specified days as mentioned above. If the appeal is not resolved within 60 days of the appeal being submitted, then The Academy will provide a written response to inform the appellant of the reasons for the delay and advice on how the matter will be progressed further. The appellant will be kept up to date with regular updates.

### **Independent Third party arrangements**

4.2.1 If the student is not satisfied with the way The Academy is handling the complaint, The Academy will inform the student that they have a right to request an independent third-party to review the complaint. The Academy will organise an independent third party that will undertake an internal review of the handling of the complaint and report back to The academy with their recommendations.

4.2.2 Any recommendations made by the third party will be communicated to the student and implemented as part of the continuous improvement process and all stakeholders involved will be informed of the change. The stakeholders including the student will be given an opportunity to comment on the change within 10 days of the implementation process.



## **5. Records Management**

Records of all complaints and the outcomes of all the complaints will be scanned and uploaded to the Student Management System (ACAS) and securely stored in The Academy’s cloud based system. The Academy will ensure that the privacy of the complainant will be protected at all times as per The Academy’s Privacy Policy. All hard copies of any documentation will be shredded by the Student Services Coordinator.

## **6. Associated documents**

Student Handbook  
Policies and Procedures

## **7. Related Standards/Legislations**

- Standards for RTOs 2015 – Standard 6
- National Code 2018 – Standard 10
- ESOS Act 2000

Approved by: Jane Koch

Position: Chief Executive Officer

Signature: 

Date: 15 January 2019

# STUDENT COMPLAINTS FORM

(Please refer to the Complaints and Appeals Policy and Procedure)

PERSONAL DETAILS		
Student ID:		Title (Circle) Mr Mrs Miss
Surname:		
First and middle names		
CONTACT DETAILS		
Current valid residential address:		
Contact phone number:		
Email address:		
COMPLAINTS DETAILS		
<b>(Reason for this complaint – please tick)</b>		
<input type="checkbox"/> Trainer/Assessor (please provide name): _____ <input type="checkbox"/> Staff member (please provide name): _____ <input type="checkbox"/> Services (please specify) <input type="checkbox"/> Other		
Have you complained about this issue before?		
<input type="checkbox"/> Yes, date: _____ <input type="checkbox"/> No		
COMPLAINTS SUMMARY		
<b>(Please outline the reasons for your appeal and attach any evidence to support your appeal.)</b>		

### OUTCOME OF THE COMPLAINTS

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### STUDENT ACKNOWLEDGEMENT

I certify that the information provided is true and correct to the best of my knowledge.

Signature:

Date:

### PRIVACY NOTICE

The information provided on this form will be used exclusively to resolve your complaint. None of the information you provide on this form will be discussed to anyone outside of the Academy without your permission, unless we are required to do so by law.

### OFFICE USE ONLY

Receiving staff member:

Date:

Complaint outcome:

Successful  Unsuccessful

I confirm all required action/s are completed and student informed of the outcome:  Yes  No

RTO Officer' name:

Date:

Signature:

Scanned & Filed:

Yes  No