



Site Institute

COMPLAINTS POLICY

International Students

DOCUMENT REVISION

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Contents

PURPOSE	3
SCOPE.....	3
COMPLIANCE REFERENCE	3
DEFINITIONS.....	3
COMMITMENT	4
PROCEDURAL FAIRNESS & NATURAL JUSTICE	4
FEEDBACK	4
REPEATED CONCERNS	4
ACADEMIC COMPLAINTS	5
NON-ACADEMIC COMPLAINTS	5
UNFAIR TREATMENT	5
COMPLAINT RESOLUTION.....	5
A. INFORMAL DISCUSSION	5
B. FORMAL COMPLAINT	5
C. INTERNAL REVIEWS.....	6
D. EXTERNAL REVIEW.....	6
PRIVACY.....	6
PUBLICATION	6

Purpose

Innovium Pty Ltd trading as Site Institute International has implemented this policy to provide information and processes in regard to managing academic and non-academic complaints. This policy provides guidance in obtaining timely resolutions to complaints and to monitor for Continuous Improvement opportunities.

Scope

This policy directs the process for the management of complaints made to the Institute by people who have completed an application to enrol as a student.

This policy governs student complaints on academic and non-academic matters and reviews of non-academic decision.

Compliance Reference

- Standards for Registered Training Organisations 2015 (Standard 6 Fair Complaints Handling)
- Higher Education Support Act Section 2003 (HESA) – schedule 1A
- VET Guidelines 2015
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 – Standard 8 Complaints and Appeals
- Migration Act 1958
- Competition and Consumer Act 2010
- Privacy Act 1998 and the Australian Privacy Principles

Definitions

Appeal	Request for a review of decisions, including assessment decisions, made by the Institute or a third party providing services on the Institute’s behalf.
Complaint	An allegation involving the conduct or processes of: <ul style="list-style-type: none"> • the Institute, its teachers/assessors or other staff members • a third party providing services on the Institute’s behalf, its teachers/assessors or other staff members, • learners of the Institute
Issue/Concern	Where a person/s wishes to inform the Institute in regard to an issue of concern to them but do not want to make a formal complaint.
Feedback	<p>Institute instigated: Formal surveys sent to learners and where applicable employers</p> <p>Client instigated: Information provided to the Institute on how well the Institute is meeting the needs of clients including the Institute teachers/assessors, administration and other staff members, facilities, learning and assessment resources and support services.</p>

Commitment

Site Institute International recognises the rights of anyone to make a complaint in regard to the services provided by the Institute and is committed to ensuring a fair, transparent, independent and timely complaints management process. Students should also be confident that they will not be penalised or disadvantaged as a result of lodging a complaint.

Procedural Fairness & Natural Justice

The Institute applies the principles of procedural fairness and natural justice throughout the handling process:

- Any person subject to a decision by the Institute, or anyone who has allegations made against them, has the opportunity to tell their side of the story before a decision is made.
- Complainants, or anyone who has allegations made against them, will be provided with an opportunity to formally present their case.
- The decision maker will be independent of the complaint/decision being reviewed
- Decisions made by the Institute will be done so in an unbiased and fair manner based on facts provided or determined through investigation of a complaint.
- The Institute will address each complaint in a confidential, effective and timely manner.

Feedback

Site Institute International accepts feedback from students, staff, partner organisations and the general public. Feedback may be provided using:

- the Institute website
- via email to international@sii.edu.au
- by phone on +61 7 3054 1068
- in person to the Head of International Training

For students, three (3) feedback surveys are also conducted over the course of their enrolment.

The use of the above modes of communication, to state concerns or issues, will often result in a resolution quickly and informally. If the *concern* remains unresolved, the option of lodging a formal *complaint* for investigation is available.

Repeated Concerns

If a staff member becomes aware that similar concerns are being raised by different parties, the staff member will email international@sii.edu.au outlining the issue and number of occasions the issue has been raised. The issue will be treated as feedback and an investigation will be undertaken by the Head of International Training.

Academic complaints

Academic complaints are complaints about the delivery of a student's enrolled units.

Examples of academic complaints include, but are not limited to:

- Content of a unit
- Delivery of a unit
- Clarify of assessments
- Equipment, resources or materials required for a unit
- Feedback provided by teachers/assessors

Non-Academic complaints

Non-academic complaints are complaints about the services and facilities or non-academic decisions made by Site Institute International.

Examples of non-academic complaints include, but are not limited to:

- Decisions relating to refund of fees and other penalties imposed
- Administrative decisions (Enrolment, Attendance & Academic Progress, Graduation)
- Services of facilities
- Health and safety issues

Unfair treatment

Complaints about unfair treatment including:

- Discrimination
- Harassment
- Bullying

Complaint Resolution

Site Institute International's approach to complaint resolution involves:

a. Informal Discussion

Complaints should be resolved informally within 10 working days through discussion between the student and the person directly responsible. The complaints should be raised via email, phone or face-to-face conversation. It is the responsibility of both parties to attempt to resolve the issue in a courteous and respectful manner.

b. Formal Complaint

If the issue cannot be resolved informally or if the student is unhappy with the initial decision regarding the matter, they may lodge a formal complaint by completing a *Complaint Form*. The student will be notified in writing of the outcome, including the reasons for the decision, within **10** working days of their formal complaint being lodged.

c. Internal Reviews

If a student is dissatisfied with the outcome of a formal complaint, they may request a review of the outcome by completing a *Review Form*, including:

- The decision the student is requesting to be reviewed
- An outline of how the policies and procedures have not been followed

d. External Review

If a student is still dissatisfied with the outcome after a review of a formal complaint, the only avenue for further appeal is external.

Students may choose to lodge an external appeal to LEADR Student Mediation Scheme. Students can seek other external appeals assistance from the Overseas Students Ombudsman.

Overseas Student Ombudsman contact details:

Phone: In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111

Fax: In Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123

Or visit: <http://www.oso.gov.au/making-a-complaint/>

Important notes:

Students accessing the Institute's Complaints Policy are assured that their enrolment will be maintained while the process is ongoing, and that the Institute will not victimise or discriminate against any complainant or respondent.

Students lodging a complaint may have a support person to accompany them during the process.

The complaints process is a free service to all international students.

Students must also continue to attend/participate in the learning and assessment activities while the Complaint process is being followed.

Student Complaints will be actioned as soon as possible and not longer than 10 days from receipt of the complaint.

Privacy

All information and documentation supplied by the appellants to Site Institute International will be treated confidentially and in accordance with the Privacy Act and Australian Privacy Principles.

Publication

This policy and procedure will be published and made available to all relevant staff and stakeholders of the organisation.