

## COMPLAINT AND APPEAL POLICY AND PROCEDURE

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TACIS ensures that all Students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for Students to appeal against such decisions, which affect the student's progress. There is no charge for the student to access the internal complaints and appeal process.

Every effort will be made by TACIS to resolve the student's complaints or concern. To this end, the CEO is the person to refer formal complaints/concerns. At the time of enrolment, the complaints, relevant procedure and appeals policy will be outlined to the Students.

Where complaint/concern cannot be resolved internally, TACIS will refer the student to an external agency (please refer below for more information regarding external agency). There will be no cost to the student for this referral.

### Directive

- ☐ All prospective students will be provided with a copy of the Complaints and Appeals Policy and Procedure document (Student Handbook).
- ☐ All complaints, concerns, or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- ☐ All parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure.
- ☐ Current students are provided with details of external authorities they can approach if they are not satisfied with college's decision.
- ☐ All complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible.
- ☐ All complaints/concerns and appeals and outcomes will be documented in writing.
- ☐ TACIS will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from the lodgement of Complaint or Appeal form
- ☐ Any parties may be accompanied and assisted by a support person at relevant meetings.
- ☐ If an international student chooses to access TACIS complaints and appeals processes, that TACIS will maintain the student's enrolment whilst the complaints and appeals process is ongoing.
- ☐ If the internal or external complaint handling or appeal process results in a decision that supports the student, TACIS will immediately implement any decision and/or corrective and preventative action required.
- ☐ Where an international student has chosen not to access the complaints and appeals processes within the

20-working day period, withdraws from the process, or the process is completed and results in a decision supporting TACIS, that they will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress or not meeting attendance requirements as soon as practicable.

## Procedures

Students have a right to raise any matters of concern relating to training delivery and assessment, the quality of the learning, course amenities, discrimination, sexual harassment and other issues that may arise during their course of study.

This policy provides an avenue for most complaints, concerns and appeals to be addressed. However, in some cases alternative measures may need to be explored. It is advisable for the student to contact the CEO or his representative before lodging a formal complaint, to discuss other avenues available to them.

## Steps for Students

- The Student should firstly discuss the matter with their trainer/assessor or the relevant staff concerned and manage to have the matter discussed. If they are still not satisfied, the student may then have the matter referred to the CEO or his representative for consideration.
- The student must complete the Complaint and Appeal form ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
- The CEO or his representative will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.
- The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s). Meeting minutes and appropriate notes will be taken during all meetings.
- The CEO or his representative will discuss the circumstances with the trainer/assessor or any other staff member and make an informed decision.
- The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has further 5 working days to respond to a formal decision.
- A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.

- A record of this written statement will also be filed in the student admin folder. Furthermore, if internal appeal process results in an outcome that supports the student, the RTO will take appropriate steps and will keep student informed about the course of action in this regard.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, or if student is dissatisfied with college decision, they may access external appeals at no cost to them for this referral'.
- If external appeal process results in an outcome that supports the student, the TACIS will take appropriate steps and will keep student informed about the course of action in this regard.
- TACIS will maintain the student 's enrolment whilst the complaints and appeals process are ongoing.

#### Assessment related matters

If the student has been advised that they are Not Competent, but they believe that:

1. they genuinely do have the required degree of competency; and
2. that they have provided reasonable proof of this to CHC Services.
3. The process is quite simple and is allowed by the RTO to ensure that all students are fully satisfied with the fairness and accuracy of our assessment processes.
4. The student should firstly discuss the matter with their appointed assessor. If they are still not satisfied, the student may then, have the matter referred to the CEO and/or Program Manager for consideration.
5. The student must complete the Complaint and Appeal form and ensure that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
6. The CEO and/or Program Manager will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.
7. The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s).
8. The CEO and/or Program Manager will discuss the circumstances with the trainer/assessor or any other staff member and make an informed decision.
9. The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has further 5 working days to respond to a formal decision.
10. A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.

11. A record of this written statement will also be filed in the student admin folder. Furthermore, if internal appeal process results in an outcome that supports the student, TACIS will take appropriate steps and will keep student informed about the course of action in this regard.
12. Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, TACIS acknowledges the need for a student to go for external appeal process (refer to external agency section for more details regarding this).
13. If external appeal process results in an outcome that supports the student, TACIS will take appropriate steps and will keep student informed about the course of action in this regard.
14. TACIS will maintain the student's enrolment whilst the complaints and appeals process is ongoing.

Note: TACIS will accept an appeal against an assessment decision for a period of no longer than 2 months after the assessment decision date.

## EXTERNAL COMPLAINT AND APPEAL

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If a student is not happy with internal appeal outcome the college will refer them to the Commonwealth Ombudsman, which investigates complaints about problems that overseas students or intending overseas students may have with private education and training providers in Australia. For detailed information, please refer to its website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>.

*The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers. A private education provider can be a school, college or university in Australia. We provide support to future, current or former students. Our service is free to students and we do not charge for making a complaint. We also provide information on best practice complaint-handling for [private education providers](#).*

### *How we work:*

- *we investigate complaints about private education providers in Australia*
- *we provide information about best practice complaint-handling*
- *we publish reports on issues in international education.*

### *What we can help you with:*

*You can complain about your private education provider if you believe they may not have followed the rules or treated you fairly. Complaints might be about:*

- *refusing admission to a course*
- *fees and refunds*
- *course or provider transfers*
- *course progress or attendance*
- *cancellation of enrolment*
- *accommodation or work arranged by your provider*
- *incorrect advice given by an education agent.*

To read more about how we can help, visit our [Tools and Resources](#) page or read our [factsheets](#) for further information about:

- *attendance*
- *course progress*
- *education agents*
- *fees and refunds*
- *transferring between education providers*
- *written agreements*
- *overseas student health cover*
- *grades and assessments.*

The Office of the Commonwealth Ombudsman cannot help you with:

- *complaints about a public education provider*
- *complaints about the quality of your education provider. For example:*
  - *the qualifications and experience of your teachers*
  - *the quality of the teaching in your course*
  - *the resources at your school, college or university, for example: equipment or library resources*
  - *the building, class room and amount of space available for your course*
  - *issues about the relocation of your school, college or university campus.*

You will need to contact the [Australian Skills Quality Authority](#) if you:

1. *have information about the quality of a Vocational Education and Training (VET) course, or*
2. *have information about the quality of a stand-alone English language course.*

Furthermore, external contacts provided below are a list of contacts that students may approach if they feel that TACIS has not handled or dealt with their complaint as per their expectations.

## ASQA Complaints

If you are a student and have a complaint about a training provider, your first step should be to use the provider's own complaints and appeals process. Providers that are registered with ASQA are required to have a process that ensures students' complaints are managed effectively and efficiently.

If you have already used the provider's own complaints and appeals process and you are not satisfied with the outcome, learn about other options in the [Complaints](#) section of this website.

outcome, learn about other options in [the Complaints section of this website](#).

*For Domestic Students:*

If a student is not happy with internal appeal outcome they can submit a complaint to ASQA by completing the online Complaint form. Except in exceptional circumstances, students must attach evidence to their complaint form showing:

- that they have followed TACIS formal complaints and appeals procedure, and
- TACIS's response/outcome.

Note:

ASQA's processes require students to identify themselves to ASQA as a complainant, although student may request that their identity is kept confidential throughout any investigation that ASQA undertakes.

Furthermore, external contacts provided below are a list of contacts that students may approach if they feel that the college has not handled or dealt with their complaint as per their expectations:

Description	Web link
NSW - Fair Trading	<a href="http://www.fairtrading.nsw.gov.au/">http://www.fairtrading.nsw.gov.au/</a>
ACT – Office of Regulatory Services	<a href="http://www.ors.act.gov.au/">http://www.ors.act.gov.au/</a>
NT – Consumers Affairs	<a href="http://www.consumeraffairs.nt.gov.au/Pages/default.aspx">http://www.consumeraffairs.nt.gov.au/Pages/default.aspx</a>
QLD – Office of Fair Trading	<a href="http://www.fairtrading.qld.gov.au/">http://www.fairtrading.qld.gov.au/</a>
SA – Consumer and Business Services	<a href="http://www.cbs.sa.gov.au/wcm/">http://www.cbs.sa.gov.au/wcm/</a>
TAS – Consumer Affairs and Fair Trading	<a href="http://www.consumer.tas.gov.au/">http://www.consumer.tas.gov.au/</a>
VIC – Consumer Affairs	<a href="http://www.consumer.vic.gov.au/">http://www.consumer.vic.gov.au/</a>
WA – Department of Commerce	<a href="http://www.commerce.wa.gov.au/consumerprotection/">http://www.commerce.wa.gov.au/consumerprotection/</a>

Note:

1. If student s want to make a complaint in their language, they can call the Translating and Interpreting Service (TIS) on 131 450.
2. There will be no cost to the student for this referral.
3. TACIS will maintain student's enrolment till internal or external appeal process is ongoing. Students are strongly advised that they do come to class during this process and thereby maintain their attendance and course progress requirements.

4. The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

#### Record keeping

TACIS will file records of all informal and formal complaints and appeal in the following compliance folders:

- ☐ Complaints – Complaints compliance folder
- ☐ Appeals – Appeals compliance folder