Complaints and Appeals Policy & Procedure

Policy/Purpose:

Details the process for students and staff members who wish to lodge a complaint or appeal concerning a decision that ACDC has instigated or failed to instigate.

Scope:

All enrolled students and staff members.

Procedure:

	Responsibility	Steps
1	Complainant/Appellant	In the first instance (informal resolution), the complainant/appellant should normally discuss the complaint and/or appeal informally with the relevant staff member who should try to resolve it. Where a complainant/appellant is unable to make contact with or is reluctant to approach the relevant staff member, the complainant/appellant may then raise the matter with the • Student Welfare Officer/Administration. • Academic Manager. • RTO Manager.
2	Complainant/Appellant	If a complainant/appellant is not satisfied with the outcome of the informal resolution process, they may submit a formal complaint and/or appeal in writing.

Melbourne City Institute Pty Ltd T/A Australian City Design College	ABN: 87618364319	RTO: 45353 CRICOS: 03684J
Suite 802, 343 Little Collins Street, Melbourne VIC 3000 Australia	Ph: +613 8640 9958	www.acdc.edu.au
Document Number: P04	Document Name: Complaints and Appeals	Modified by: J.Lascheit
Version: 2	Review Date: June 2020	Modified on: 05062018

		To be dealt with formally, **F07 Complaints & Appeals form** is be completed (or other forms of written documentation will be accepted such as email) and signed by the complainant/appellant and submitted to Administration. ACDC must maintain the complainant/appellant's enrolment while the complaints/appeals process is ongoing. This does not necessarily mean that a complainant/appellant must remain in class. There are no costs to the complainant/appellant on providing this service.
3	Academic Manager	The Academic Manager will action the complaint within 10 working days. The person making the complaint will be given the opportunity to formally present their case. The complainant/appellant may include a nominee for the complainant/appellant if they so choose. The complaint is entered into the ADG's Complaints Register.
4	Academic Manager	The Academic Manager will seek to obtain all relevant information pertaining to the complaint and will make a written statement of his/her findings and the reasons for the decision (**D12 Complaints and Appeals Outcome**). The complainant/appellant will also be provided the **F24 Complaints & Appeals Outcome Feedback Form** and requested to complete and submit it.. If the complainant/appellant and ACDC are satisfied with the report then the final written outcome is to be attached to and/or noted on the complaint and/or appeal form.

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		If the outcome of a complainant/appellant's appeal/complaint is favorable, ACDC must immediately advise the complainant/appellant of this and implement any decision and/or corrective and preventive action required
		The complainant/appellant will be notified in writing of the outcome.
		At this point the complaint and/or appeal will be considered closed. The **D13 Complaints Register** is accordingly updated.
5	Independent adjudicator	If further action is required (such as the complainant/appellant appealing the decision) then this shall be noted on the Complaint and/or Appeal Form and signed by the complainant/appellant.
		The complainant/appellant may include a nominee for the student if the they so choose.
		There is no further appeal against the decision of the Independent adjudicator to any other officer or body.
		The complainant/appellant will be advised to review the policy/procedure at Overseas Students Ombudsman at:
		• Australian Skills Quality Authority Website: http://www.asqa.gov.au (**the complainant/appellant must be made aware of this**).
		• Overseas Students Ombudsman at http://www.oso.gov.au (**the complainant/appellant must be made aware of this**). The Overseas Students Ombudsman is generally, the office of last resort.
6	Complainant/Appellant	Complaints about administrative actions and decisions of ACDC can be made to:

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		• Australian Skills Quality Authority Website: http://www.asqa.gov.au (**the complainant/appellant must be made aware of this**).
		• Overseas Students Ombudsman at http://www.oso.gov.au (**the complainant/appellant must be made aware of this**). The Overseas Students Ombudsman is generally, the office of last resort.
		If complainant/appellant has not followed the steps laid down in the relevant ADG's procedure/s, ASQA and/or the Overseas Students Ombudsman may ask the complainant/appellant to do so before accepting the complaint/appeal.

Related Documents/Forms/Policies:

F07 Complaints Form

F08 Appeal Form

D12 Complaints and Appeals Outcome

F24 Complaints and Appeals Outcome Feedback

D13 Complaints Registry

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