ABS Policy Document

200. Students & Courses
260. Improvement

263 Complaints and Appeals

Effective Date: 19th March 2015
Revision Date: 31st March 2016
Approved by: Nicolaas Bagijn

1. Policy Statement

ABS is committed to fair and reasonable review of any decision made in relation to a student’s treatment, academic progress, results or status as a student.

This complaints and appeals policy will:

A. ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
B. be publicly available;
C. set out the procedure for making a complaint or requesting an appeal;
D. ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
E. provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

2. Purpose

This document sets out the policy of the Australian Business School to manage requests for a review of decisions, including assessment decisions, made by ABS or a third party providing services on ABS’s behalf.

3. Scope

This policy applies to ABS, its trainers, assessors and other staff; a third party providing services on the RTO’s behalf, its trainers, assessors or other staff and learners.
4. Definitions

ABS  Australian Business School
Enrolment Students who enter a contract of training with ABS
eBECAS ABS’s Student Management System
DoS  Director of Studies
COE  Confirmation of Enrolment (duration of the students enrolment)
Course The qualification that the student is enrolled in
VET  Vocational Education & Training
LLN  Language, literacy & numeracy

Appeals Can relate to:
• Training and Assessment decisions;
• Enrolment decisions;
• Administration decisions.

Complaint Can relate to:
• Training and Assessment services;
• Provision of Enrolment services;
• Administration services to students and/or stakeholders.

5. Procedures

Pre-complaint / appeal

A. Any decision that relates to
   o the enrolment status of a student;
   o an academic judgement; or
   o an administrate decision
   MUST contain information related to the appeal processes available to that student.

B. Students will be advised of this right at induction and via the ABS website and The Student Handbook (Current Version).

Upon receipt of a complaint / appeal

C. All appeals and/or complaints to be directed to the DoS VET;

D. Any appeal and/or complaint should be immediately discussed with the Trainer of the Course
the participant is attending.
E. All appeals and/or complaints must be documented in and recorded in eBECAS:

F. ABS informs all students of their rights in accessing the appeals process;

G. The complainant / appellant will have access to resources to complete the appeal or the complaint;

H. All matters arising from the completion of the assessment and strategies undertaken must be respectful of the student’s privacy.

I. All appeals and/or complaints will be addressed by ABS in a timely and unbiased fashion within 60 days of receipt;

J. The complainant / appellant will be advised in writing of the outcome;

K. The result will be securely recorded in eBECAS and in the student’s personal file.

L. Potential causes of complaints and appeals will be analysed and appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence will be taken. Potential causes of complaints and appeals will be analysed and appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence will be taken.

6. Responsibilities

6.1 Marketing / Enrollers
- Are responsible for ensuring there is public access to this policy via the ABS website and that reference to this policy and its access is noted on the necessary marketing and enrolment materials.

6.2 DoS VET
- Implement, monitor and document the complaints and appeals process;
- In consultation with ABS management and staff, review effectiveness of this policy & procedure and make improvements were necessary.

7. Documentation

7.1 Complaints Register
7.2 Appeals Register
7.3 Complaints Form (copy attached to Student Handbook)
7.4 Appeals Form
(7.3 and 7.4 available at Network > TABS-SERVER > abs 2013 > 2015 ABS Policies)
8. Flowchart

**COMPLAINT PROCESS**

- **COMPLAINT RECEIVED**
  - Verbally / Written / Email
  - (to be acknowledged)

- **TAKE ACTION**
  1. Ensure DoS advised.
  2. Complaint determined within 60 days of receipt.

  Written outcome advice to be forwarded to complainant.

- **Complainant Satisfied**
  - Yes
  - No

**APPEAL PROCESS**

- **REQUEST FOR REVIEW RECEIVED**
  - (to be acknowledged)
  - (must be submitted within 20 days of the date on the complaint outcome letter)

- **REVIEW & RECONSIDERATION**
  - To be considered within 20 days of receipt.
  - Written outcome advice to be forwarded to complainant

  Complainant Satisfied

  - Yes
  - No

**IMPROVEMENT**

- **CONTINUOUS IMPROVEMENT**
  - Any causal factors that are identified must be integrated into the policies and procedures of ABS to mitigate future issues.

  Complainant refers the matter for external resolution

  - Yes
  - No