

Complaints and Appeals Policy and Procedure



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COMPLAINTS AND APPEALS POLICY AND PROCEDURE

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1. PURPOSE

The purpose of this policy is to outline Campbell Institute's approach towards managing all academic and non-academic dissatisfaction, formal complaints and appeals of students, clients, and staff. It provides an approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner. This policy and procedure ensures compliance with the relevant standards of:

- a) National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018');
- b) Standards for Registered Training Organisations (RTOs) 2015.

2. SCOPE

This policy applies exclusively to the current, prospective, and previous students and other stakeholders' complaints relating to services provided by Campbell Institute.

3. DEFINITION

- **Academic Matters:** Student progress, assessment, curriculum, resources, and awards.
- **Appeal:** A review of the outcome of a formal complaint. Complaints: An objection to something unfair, unacceptable, or unsatisfactory.
- **Appellant:** A person lodging an appeal.
- **Complaint:** A formal expression of dissatisfaction with any product or service provided by Campbell Institute.
- **Complainant:** An individual filing a complaint or raising a grievance with the and accessing the complaints and appeals process.
- **Informal Complaint:** Informal discussion between a complainant and Campbell Institute staff.
- **Formal Complaint:** A written statement from a complainant lodged with the Campbell Institute.
- **National Code 2018:** The Code of Practice for Providers of Education and Training to Overseas Students 2018.
- **Non-Academic Matters:** including but not limited to those related to personal information, financial matters, the behaviour of staff and/or agents, and enrolment matters.
- **Standards:** Standards for Registered Training Organisations (RTOs) 2015.

4. RESPONSIBILITY

All parties involved in a complaint or appeal have the responsibility to ensure they abide by the following:

Students, Employees, and Stakeholders:

- be familiar with the Complaints and Appeals Policy.
- only make genuine and accurate complaints or appeals.
- provide formal complaints in writing using the appropriate form.

Campbell Institute's Staff:

- ensure confidentiality.
- act within the constraints of legal obligations to disclose any information.
- ensure as much as practicable that there is no victimisation of complainants, witnesses, or any other parties involved in the complaints and appeals process.

Campbell Institute's Management (in addition to staff):

- ensure accessibility of the complaint policy and procedure to all staff, students, and stakeholders.
- treat all complaints seriously and investigate as required.
- to follow the principles of natural justice.
- handle complaints respectfully, staying objective, collecting facts, and ensuring the confidentiality of all parties.
- refer complainants to relevant governing bodies and third parties as required.
- refer the complaint to the CEO if the complaint cannot be resolved.

CEO:

- provide staff with the opportunities for necessary training regarding handling complaints and appeals within organisational processes.
- respond to any complaint that cannot be handled by the management.

5. POLICY

This policy provides an opportunity to improve students' experience by identifying areas of risk and potential improvement. Campbell Institute undertakes to ensure that:

- 5.1** All complaints and appeals will be handled professionally, confidentially, and equitably promptly, to achieve a satisfactory resolution;
- 5.2** Students are provided with a copy of the Complaints and Appeals Policy and Procedure document before making a contract to enrol in a course with Campbell Institute, and again at course commencement.
- 5.3** All parties involved will have a comprehensive understanding of the Complaints and Appeals Policy and Procedure, prior to and during the process.
- 5.4** The students' enrolment will not be affected during the complaints/appeals process.

- 5.5 Where a complaint lacks sufficient information and it is impracticable for the Campbell Institute to investigate the matter, the relevant manager will handle the complaint and determine the outcome.
- 5.6 There is no cost for a student to lodge an internal complaint or an appeal.
- 5.7 Complainants will be advised of their right to access external avenues which may incur an additional fee.
- 5.8 If the student chooses to pursue a complaint matter through external avenues whilst in the middle of an internal complaints process, then the internal complaints process will be suspended until the external complaint process is concluded.
- 5.9 Complaint and Appeal outcome will be made based on but not limited to current Legislation, Standards for RTOs 2015, Campbell Institute's Policies and Procedures and, where applicable, The Rules of Evidence and The Principles of Assessment, providing a report to the complainant or appellant within 20 working days, on the steps that were taken to address the issue, concluding the reasons for the decision.
- 5.10 If a complaint or appeal (including any review process) takes more than 60 days to finalise, Campbell Institute will contact the complainant/appellant explaining the delay in the process.
- 5.11 Complainants or Appellants can appoint themselves a support person at any time during the grievance process.

6. PROCEDURE

This procedure synopsis the stages involved in the complaint and appeal process. Complaints can be submitted by the students related to academic or non-academic matters.

6.1 Stage 1: Informal Complaint

- 6.1.1 It is recommended that Complainants try to resolve a complaint informally. A person wishing to make a complaint may do so in an informal manner by requesting to speak with the Campbell Institute staff including student support, a member of the management team or a trainer and assessor. We encouraged the person involved, wherever possible, to resolve grievances directly with the person(s) concerned.
- 6.1.2 If the complainant has attempted to resolve the issue directly but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then they may submit their complaint formally in writing.

6.2 Stage 2: Formal Complaint

- 6.2.1 The complainants can make a formal complaint by submitting a Complaint and Appeals Form available on Campbell's website.
- 6.2.2 The relevant staff member will acknowledge the receipt of a formal complaint in writing within 5 business days.
- 6.2.3 The relevant staff member will review, assess and investigate the complainant's submission and respond with a written statement of the outcome of the complaint within 10 working days from the date the Complaint and Appeals Form was submitted.
- 6.2.4 The response will outline the full details of the reasons for the outcome.
- 6.2.5 The student will be advised of their right to an appeal if they are still dissatisfied with the outcome at this stage.
- 6.2.6 If Campbell Institute feels more than 60 calendar days are required to process and finalise the outcome of a complaint, the complainant will be informed in writing reasoning out the delay in the process and will be updated on

the progress of the matter in a timely manner.

6.3 Stage 3: Internal Appeal

- 6.3.1 If complainants are dissatisfied with the outcome provided by the Campbell Institute in relation to their formal complaint, they can lodge an internal appeal within 20 working days from the date of the written response outcome to the formal complaint to be reviewed by the CEO or their designated personnel.
- 6.3.2 The relevant staff member will acknowledge in writing the appeal as soon as practicable within 3 business days.
- 6.3.3 The CEO or their designated personnel will assess the original complaint or decision made by Campbell Institute, with any extra evidence submitted as part of the appeal.
- 6.3.4 The CEO or their designated personnel will respond with a written statement of the outcome of the appeal within 10 working days of the date the written appeal was submitted outlining full details of the reasons for the outcome.
- 6.3.5 If Campbell Institute feels more than 60 calendar days are required to process and finalise the outcome of an appeal, the appellant will be informed in writing reasoning out the delay in the process and will be updated on the progress of the matter in a timely manner.

6.4 Stage 4: External Complaint

- 6.4.1 After the internal resolution process, if a person is dissatisfied regarding the outcome of the appeal provided to them, they may wish to refer the matter to an external/independent/third party for mediation.
- 6.4.2 Students who access the external appeal process should be aware that the Campbell Institute may be requested to disclose information that is private and personal to the student and by accessing the external appeal process, the student consents to the disclosure of such private and personal information by the Campbell Institute.
- 6.4.3 The following is a list of external review agencies for which the appeals for the external review may be lodged, depending on the individual's circumstances:
 - Office of the Commonwealth Ombudsman
Website: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students>
Address: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601
Number: 1300 362 072
Email: ombudsman@ombudsman.gov.au
- 6.4.4 Students who access the external complaints and appeals process will need to follow the procedure set out by the relevant external body.

6.5 Assessment Appeal

- 6.5.1 In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor independent of the original decision mark the assessment task again.
- 6.5.2 The assessment decision made during the appeals process will be considered the actual assessment outcome for the task.

6.6 Appeals Against Cancellation of Enrolment

6.6.1 The reporting of an international student has serious consequences for the student's visa, and it may result in its automatic cancellation. The Campbell Institute will not report to the student for the following until the External Case Review process is complete, and findings have supported the Campbell Institute's decision.

- unsatisfactory academic progress, or
- unsatisfactory attendance,

6.6.2 Campbell Institute will wait for the outcome of the internal appeals process before notifying the Department of Home Affairs (DoHA) of the change to the student's enrolment status if the appeal is against the Campbell Institute's decision to:

- defer or suspend a student's enrolment due to misbehaviour, or
- to cancel the student's enrolment due to misbehaviour,

7. REVIEW AND IMPROVEMENT

Complaint and Complaint Appeal data will be reviewed on a yearly basis by the Compliance Team. The team will review data and trends emerging from complaints and complaint appeals to identify and implement improvements as part of the Continuous Improvement processes as required.

8. ASSOCIATED DOCUMENTS

- Student Handbook
- Complaint & Appeal Form
- Acknowledgement Email Templates
- Student Complaints Response Letter Template
- Appeals Response Letter Template

VERSION CONTROL

Version Number	Date	Document Name:	Description of changes	Approved By	Date of next review
1.0	01.02.2022	COMPLAINTS AND APPEALS PP V1.0	<ul style="list-style-type: none"> • Released for comment 	Harpreet Singh (CEO)	01.06.2023
1.1	31.05.2024	Campbell Institute Complaints and Appeals V1.1 May 2024	<ul style="list-style-type: none"> • Updated procedures • Updated Campus Details and Address 	Harpreet Singh (CEO)	30.05.2024