



INSTITUTE OF BUSINESS & LANGUAGE

Policy Title	Complaints and Appeals Policy and Procedure				
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1. POLICY

ANIT Australia Pty Ltd T/A Albright Institute of Business and Language will ensure that current and prospective students of Albright Institute are given access to free, effective and fair complaints resolution and appeals processes.

2. PURPOSE

This policy ensures that Albright's students have access to a fair, professional, timely, inexpensive and documented complaints and appeals process for the resolution of any type of dispute that includes access to an independent external body if necessary should they need to make a complaint or appeal about Albright Institute, Albright Institute's agents or any third parties involved in student education or related services.

Albright Institute must make prompt decisions as a student's visa may restrict his or her length of stay in Australia.

3. SCOPE

This policy applies to all current and prospective students of Albright Institute. Complaints may be related to the Albright Institute, Albright Institute's staff, Education Agents, and any other external stakeholders that engage with international students during their enrolment with Albright Institute.

4. DEFINITIONS

Appeal: A request to review an adverse decision or an unfavorable outcome that may have arisen from any administrative, academic or disciplinary processes. An Appeal may be an Internal Appeal or an External Appeal.

Internal Appeal: An appeal against a decision where the appeal is brought under Albright Institute's policies and code of conducts or where there is a process for appeal within Albright Institute's policies and procedures.

External Appeal: An appeal to an external agency against a final decision of Albright Institute. Agencies may include the Victorian Ombudsman, the Privacy Commissioner, the Victorian Equal Opportunity and Human Rights Commissions or Department of Education (In relation to ESOS Act).

Final Decision: A decision made by the member of staff authorised by the CEO and communicated to the Complainant in writing when all Internal Appeal avenues within Albright Institute's policy, procedures and codes have been exhausted.

Complainant: A person lodging a complaint or an appeal.

Respondent: A person responding to a complaint or an appeal.

Grievance: A grievance is a concern about academic matters, perceived discrimination, a situation, a process, a person or people, a facility or a support service provided by Albright Institute, which the student brings to the attention of Albright Institute in an informal way, i.e. it is discussed and not written down.

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5. REQUIREMENTS AND PROCESS

This policy and procedure ensure that in the event that a student has a complaint concerning any matter in relation to Albright Institute, there is a process in place to ensure that the complaint can be resolved amicably. Students have access to a complaints procedure if they feel they have been unjustly treated, undermined, vilified or harassed in any circumstances. All the complaints will be treated in full confidence and neutrality, without any discrimination.

5.1 Complaints

1. Students may raise any matters of concern relating to the training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
2. Students are encouraged to raise the matter informally with their trainer, or with any Student Support Staff. The outcome of any informal complaint will not be kept on the student file unless requested to do so by the student. If the matter has been raised informally by the way of email; then, the email and any response there to will be deleted unless otherwise requested by the student.
3. If the informal complaint raises a matter of importance for Albright Institute; then, the complaint and outcome will be documented, but, if possible, the name of the student will not be included in any documentation to maintain privacy.
4. If the complaint cannot be resolved informally; then, the student is advised to lodge a formal complaint.
5. Students are advised to resolve their concerns and complaints using the Complaints and Appeals Procedure. The current complaints and appeals process and form are available on Albright Institute website www.albright.edu.au
6. A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Support Officer. The student must lodge their complaint with only one member of staff at Albright Institute. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file.
7. All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
8. The student will have the opportunity to formally present their case at no cost. The student may be accompanied and assisted by a support person to present their case at any relevant meeting, if required.
9. Only Albright Institute staff authorised by the CEO can respond to a complaint.
10. Albright Institute will investigate and respond to all complaints lodged by a student in a fair, transparent and professional manner. The process will commence within (10) working days upon receipt of the of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time. If the nature of the complaint requires immediate action, that staff member receiving the complaint will forward the matter directly to the COO/ CEO.

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11. If the complaint is in regard to something of a more academic or study related nature, it will be referred to the Training Coordinator without delay. In the event of this happening, the Training Coordinator assumes the COO's duties of this policy for the incident.
12. Albright Institute treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
13. Students who are not satisfied with the outcome of their complaint may appeal the decision according to Albright Institute's Internal Appeal Process or choose to lodge an External Appeal with Overseas Ombudsman. If the student chooses to access Albright Institute's internal complaints and appeals processes, their enrolment will be maintained while the process is ongoing.
14. Albright Institute will maintain the student's enrolment until the external complaints/ external complaints (e.g. Overseas Ombudsman) is completed and has supported Albright Institute's decision to report. Albright Institute will wait for the outcome of the external process with consideration for student welfare as reporting a student for breaches may have serious consequences for the student's visa; it may result in cancellation.
15. If any internal or external complaint process results in a decision or recommendation in favour of the students, Albright Institute shall immediately implement such decision or recommendation, and undertake a quality review process to correct/improve the processes and prevent future occurrences.
16. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.
17. If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, the complaint will be reported to the relevant task group meeting (depending on the nature of the complaint) as part of the continuous improvement process.
18. All the outcomes of a complaint or an appeal process will be notified to students within seven (7) working days from the date of the resolution, and copies of correspondences kept on student file for record.
19. Where Albright Institute considers more than 60 calendar days are required to process and finalise the complaint or appeal, Albright Institute will ensure to (a) will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required b) will regularly updates the complainant or appellant on the progress of the matter.
20. Albright Institute shall maintain a Complaints and Appeals Register to record all instances of complaints and appeals and use this data for quality and continuous improvement purpose.
21. If the student has made the complaint via ASQA, the CEO will be informed immediately. The complaint will be resolved fairly and equitably within the time frame provided by ASQA.

5.2 Academic Review

All students have the right to request an academic review. Where a student is dissatisfied with the outcome/result of assessment of an assignment and/or an examination, the student should discuss this informally in the first instance with their Trainer/Assessor.

If the issue cannot be resolved informally, a student may submit a request for a formal academic review in writing to the COO within twenty (10) working days of receiving the reviewed academic result. The request must outline why the student has requested a formal review of the result.

The COO will seek to resolve a formal academic review through the appointment of an independent and impartial educator to investigate and make a recommendation. The CEO will make the final decision on all formal academic reviews.

All parties involved in any formal academic reviews will be advised in writing of the outcome and the reasons for the decision within twenty (10) working days from the date the review was lodged. If a student's formal academic review is successful, the academic result will be amended.

Where a formal academic review is not upheld by the COO, the student will be advised in writing of the option to access the appeals procedure.

5.3 Complaints Procedure

1. Complainant gathers information and arranges to meet the COO for advice and information discussion;
2. Online complainant or a complainant not able to physically attend Albright Institute may choose to communicate electronically or telephonically with the COO;
3. If not resolved in Step 1, the complainant fills and submits the complaint in writing using the Complaints and Appeals form to the COO;
4. COO confirms the receipt of the complaint in writing to the complainant with three (3) working days of the date of receipt of the complaint and enters the complaint in the Complaints Register;
5. COO starts the process no later than ten (10) working days from the date of receipt of the complaint and calls upon respective parties for discussions/meetings;
6. All the evidences concerning the complaint are collected and reviewed;
7. Assistance of Student Support officer is sought if student welfare is a concern;
8. COO discusses the outcomes with the CEO and reaches a decision;
9. The complainant is advised of the decision in writing by the COO;
10. If the decision is not accepted, an internal or external mediator is appointed with mutual consent;
11. If the mediation fails, external complaint options are advised and exercised;
12. All the documents and notes are forwarded to Student services for filing;
13. COO updates the Complaints and Appeals Register with the outcome.

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Appeals

Albright Institute is committed to providing fair, safe and productive study environment to all its students. Consideration of appeals will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with Albright Institute's policies and quality principles.

1. Appeals may arise from a number of sources including
 - a) appeals against assessment,
 - b) appeals against discipline actions,
 - c) appeals against refund decisions,
 - d) appeals against deferment/suspension decision,
 - e) appeals against refusal to release decision,
 - f) appeals against the Intention to report (ITR) for non-satisfactory course progress
 - g) appeals against education agent termination decision, and
 - h) appeals against decisions arising from complaints.

The essential nature of an appeal is that it is a request by a student or third party to reconsider a decision made by Albright Institute. All training and assessment related appeals; would be managed by the Training Coordinator, unless the appeal is against a decision of the Training Coordinator. In that case the National Quality and Compliance Manager shall manage the appeal.

2. Albright Institute will appoint an Appeals Committee comprising of at least three of the following senior staff members;

CEO
Director
COO
National Quality and Compliance Manager
Training and Administration Coordinator

3. Albright Institute will attempt to resolve the appeal informally once the appeal has been lodged and the complainant is not satisfied of the outcome, the complainant has the right to access appeal and this is normally the formal appeal and, the formal appeals process will commence.

4. A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

5. If any internal or external appeals process results in a decision or recommendation in favour of the students, Albright Institute shall immediately implement such decision or recommendation, and undertake a quality review process to correct/improve the processes and prevent future occurrences.

6. A student initiates the formal appeals process by completing the complaints and appeals form. The complaints and appeals form are available at Albright Institute website or on request from the reception.

7. Students wishing to lodge an appeal in respect to Albright Institute Intention to Report the student for unsatisfactory course progress, or on being notified that Albright Institute intends to suspend or cancel the enrolment of the student, must do so within 20 working days. (The 20 working days will be calculated from the day of the issuance of the Intention to Report Email.)

8. The resolution phase must commence within 10 working days of the appeal being lodged in writing.

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9. A maximum time of 10 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.

10. The formal appeal process will be conducted by a panel of members (members independent to the matter in discussion) and chaired by the COO and at no cost to the student.

11. Students appealing an assessment, including RPL outcome; will be given the opportunity for reassessment by a different assessor selected by Albright Institute. Costs of reassessment will be met by Albright Institute. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of Albright Institute pursuant to clause 13. The reassessment shall be regarded as the completion of the internal formal appeal.

12. For all internal formal appeals;

- The student will have an opportunity to present his or her case in person, or, if the student elects, in writing;
- A student may be accompanied and assisted by a support person at any relevant meetings;
- In all other respects the panel will determine the appeals procedure;
- The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and Albright Institute and placed in the student file as well as Complaints and Appeals Register;
- The student will be provided with a copy of the signed written document.

13. If the student appeal is successful Albright Institute must immediately implement the decision as conveyed to the student.

14. If the student is not satisfied with the outcome of the formal internal appeal; the student is advised within 5 working days to access the external appeals process. Student may request the Institute to assist the student in an appeal to an external mediator. The student may bear the cost for any external appeal. The external independent mediator are as follows:

- Overseas Students Ombudsman (For International students only) at Website: <http://www.oso.gov.au>
- The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman. The Commonwealth Ombudsman can investigate complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia. Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates)
- The Dispute Settlement Centre of Victoria (DSCV) <http://www.disputes.vic.gov.au>

15. There are no further avenues within Albright Institute for appeals after an internal formal appeal phase has been completed.

External Complaints and Appeals

There is an external complaint/appeal process available to students if they have exhausted the above college/internal complaint and appeal procedures and still feel unsatisfied.

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International students who wish to lodge an external appeal can do so through the Overseas Students Ombudsman. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider.

Albright Institute agrees to be bound by the independent mediator's recommendations and the CEO, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report. Each complaint, grievance, appeal and its outcome will be recorded in writing and each party to the complaint is given a written statement of the appeal outcomes, including reasons for the decision.

Students may also seek legal redress through the usual court processes if they feel unsatisfied. They may also approach other agencies relevant to their specific situation;

- The Ombudsman
- The Privacy Commissioner
- The Equal Opportunity and Human Rights Commissions

Students may choose to contact the Department of Education and Training;
Department of Education and Training
GPO Box 9880
Melbourne VIC 2601
<http://education.gov.au/contact-department>

If the problem resolution fits within equal opportunity guidelines, it will be managed under Albright Institute's relevant policies and procedures. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to act under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

6. PROCEDURE

Albright Institute aims to resolve all complaints received in an informal manner to avoid unnecessary stress and disruption to the student and the RTO. However, if a complaint is unable to be resolved on an informal level the student is required to present to Albright a written complaint within 5 business days of the incident by submitting the STD-FORM10 Complaints and Appeals form to a student support/administration officer.

The written complaint will then be acknowledged by Albright within 5 business days with an outline of the process to be followed and an estimated timeframe for resolving the complaint. Any expected delay is required to be explained. Should a delay be encountered once the complaint handling process has been commenced, this is required to be advised in writing with a revised period. Review of the complaint will begin within 10 business days of Albright receiving the formal written lodgment of the complaint.

Complainants can represent themselves, and there are no fees for accessing the grievances and complaints procedures. Complainants may be assisted and supported by another person at any meetings.

A written statement of the outcome, including details and reasons for the decision will be provided to the student. Albright will immediately advise the student and implement any decision in the event of any favorable outcome to the student.

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Albright will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing if there is a threat that the student will be deported. However, if there is no threat that the student will be deported enrolment may only be maintained during the internal process (enrolment during the external process will be at Albright's discretion).

This policy advises that students are able to access Albright's Appeals process within 20 working days of the outcome of the complaint. If after the internal appeals process has been conducted, the student is still unsatisfied with the result they may appeal to the Australian Council for Private Education and Training (ACPET). As per Standard 8.2 there is no cost for accessing this process. The outcome of the external appeals process will be final and accepted by both parties.

Alternatively, the student may access the Independent mediation service which is available through the Dispute Resolution Branch, Department of Justice and Attorney-General.

6.1 Informal Complaint Procedure

- 1) Student has a complaint;
- 2) Approaches Trainer/Student administration officer/ COO/CEO or any other Albright staff member with complaint;
- 3) The staff member involves relevant staff to help resolve the complaint internally on an informal basis;
- 4) Student's feedback is sought to ensure the issue is resolved.

6.2 Formal Complaint Procedure

- 1) Student has a complaint;
- 2) Student lodges the complaint in writing to the PEO within 5 business days of the incident occurring using the STD-FORM10 Complaints and Appeals form;
- 3) The written complaint will be acknowledged by Albright Institute in writing, along with an outline of the processes to be followed and an estimated time frame;
- 4) Review of the complaint to begin within 10 working days of the written complaint being received. The student's enrolment will be maintained during the review process (if there is a threat the student will be deported);
- 5) CEO and/or delegate will decide which staff members to involve in investigation of the matter;
- 6) A written statement detailing the outcome of the complaint review will be given to the student;
- 7) In the event of a favorable outcome for the student, Albright will immediately advise and implement any decision;
- 8) If the student is not satisfied with the outcome of the process, s/he is able to initiate an internal appeals process using the STD-FORM10 Complaints and Appeals form;

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9) Student is able to pursue external appeal if they are unhappy with the outcome of the complaint review/internal appeal. Albright will advise the student of their right to access an external complaints handling and appeals process at minimal or no cost within 10 working days of the completion of the internal complaints and appeals process;

10) For external appeals students can contact:

- Dispute Settlement of Center of Victoria via the inquiry line: 1300 372 888 or to access regional service refer to <https://www.disputes.vic.gov.au/contact-us>
- Commonwealth Ombudsmen: Level 9, 459 Collins Street (North Tower) Melbourne Victoria 3000, Telephone: 03 9613 6222, www.ombudsman.vic.gov.au
- Consumer Affairs Victoria: 1300 55 81 81, or +61 3 8684 0735 or visit: <https://www.consumer.vic.gov.au/>
- Any solicitor

6.3 Academic result Appeals

1) Student is not satisfied with the results of a certain assessment/ unit

2) The student accesses the STD-FORM11 Assessment Appeal Form and submits the form to the student administration within 5 days of receiving the result.

3) Albright Institute will investigate the matter and inform the student of the outcome.

4) If the outcome is in favor of the student, the outcome will immediately reflect in the academic status of the students with hardcopy and softcopy student file and SMS systems updated.

5) If the outcome is not in favor of the student, student is able to pursue external appeal if not satisfied with the outcome of the appeal review.

6.4 Actions and timeframes guide

Action	Time frame	Related document	Responsible person
Written complaint submission to Albright	Within 5 business days from the incident occurring	STD-FORM10 Complaints and Appeals form	The student
written complaint will then be acknowledged by the RTO	Within 5 business days from the lodgment	Complaint/Appeal acknowledgement email via RTOM	Albright Institute
Review of the complaint	Within 10 business days of Albright receiving the formal written lodgment of the complaint.	N/A	Albright Institute
Finalizing the internal review of the complaint	20 working days from the start date of the review process	N/A	Albright Institute
written statement of the complaint outcome	Immediately after the process if completed and the outcome finalized	STD-LET03 Unsubstantiated Complaint Response STD-LET04 Substantiated Complaint Response	Albright Institute

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access Albright's Appeals process	within 20 working days of the outcome of the complaint	STD-FORM10 Complaints and Appeals form STD-FORM11 Assessment Appeal Form	The student
written statement of the Appeal outcome		STD-LET05 Unsuccessful Appeals Outcome STD-LET06 Successful Appeals Outcome FORM-012 Assessment Appeal Outcome and Action Report	

7. RESPONSIBILITY

The Albright Institute Management and all the departments have the responsibility to process the complaints under CEO for approval.

CEO has the responsibility to make a final decision about all the refund claims.

8. RELATED DOCUMENTS

Related Documents
<ul style="list-style-type: none"> • STD-FORM10 Complaints and Appeals form • STD-LET03 Unsubstantiated Complaint Response • STD-LET04 Substantiated Complaint Response • STD-LET05 Unsuccessful Appeals Outcome • STD-LET06 Successful Appeals Outcome • STD-FORM11 Assessment Appeal Form • FORM-012 Assessment Appeal Outcome and Action Report

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