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## 2. Description and Scope

The purpose of this procedure is to define the system available to students for dealing with Complaints and appeals, Independent resolution, and Appellant rights

## 3. Responsibility

The Managing Director has the overall responsibility of this Governance document. Other responsibilities are outlined within the procedure.

## 4. Definitions

**Complaint:** Any expression of dissatisfaction with an action, product or service provided by the RTO.

**Appeals:** Is where a client of an RTO, or other interested party, may dispute a decision made by the RTO. The decision may be an assessment decision or maybe about any other aspect of the RTO's operations.

Students who are concerned about the conduct of IHNA are encouraged to attempt to resolve their concerns using this procedure.

## 5. References

Title	Document Identifier	Location	Custodian	Retention Period

## 6. Requirements

1. All prospective students will be provided with a copy of the procedure document before making a contract to enrol and again at course commencement.
2. All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution
3. All parties will have a clear understanding of the steps involved in the procedure
4. Students will be provided with details of external authorities they may approach, if required
5. At any stage in the complaint or appeals process students are entitled to have their own nominee included in the resolution process.
6. All complaints and appeals will be managed fairly and equitably and as efficiently as possible
7. IHNA will attempt to resolve any complaint or appeal fairly and equitably within five (5) working days.
8. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
9. IHNA will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.
10. 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. Students wishing to take this course of action are advised to:-

Contact a solicitor; or-

Contact the Law Institute of State.

## 7. Method

- 1.0 Students are encouraged to resolve issues informally by speaking to the trainer or the person with which they have a complaint.
- 2.0 Students are encouraged to formally register their complaints or appeals by completing the student complaint or appeal notification form and submitting it to the course administrator or Training Manager.
- 3.0 The date of submission of a complaints and appeals is noted on the student file.

- 4.0 The details of the complaints and appeals, procedures followed and outcome are placed in the student file.
- 5.0 Complaints and appeals are seen as opportunities for improvement as such all outcomes of complaints and appeals will be logged in the Continuous Improvement Register.

### 8. Complaints

1. Any student with a complaint may raise the matter with the other party concerned. A meeting can be requested by the student, at which time the complaint may be raised and a resolution sought.
2. Should the complaint remain unresolved following local level resolution or if local level resolution is inappropriate then the student should contact the Training Manager and arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.
3. At this stage, The complaint must be recorded in writing and signed and dated by the complainant and the Training Manager.

The outcome of the complaint must be recorded in writing and signed and dated by the complainant and the Training Manager

### 9. Appeals

- 1... Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by IHNA
- 2... When a student appeals a decision by IHNA the Institute **will** appoint an independent mediator to hear the appeal and propose a resolution. The independent mediator may be provided by the Australian Council for Private Education and Training phone 613 9416 1355 or another agency. The Institute will pay for costs of mediation. The student is also entitled to nominate a person of **their choice** to represent them.
- 3... For all appeals:
  4. The appellant must have an opportunity to formally present their case.
  5. The appeal must be recorded in writing and signed and dated by the complainant and the Training Manager.
  6. The outcome of the appeal must be recorded in writing and signed and dated by the complainant and the Training Manager

### 10. Dispute resolution procedure

IHNA is committed to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The dispute resolution procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution proposed by the Institute. The independent mediator may be provided by the Australian Council for Private Education and Training (ACPET) or another agency appointed by the Department of Education and Early Childhood. The Department of Education can be contacted on (03)96372796.

### 11. Legislation that regulates IHNA operations

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

Consumer Affairs Australia: [The Australian Consumer Law](http://www.consumerlaw.gov.au/content/Content.aspx?doc=the_acl.htm)  
([http://www.consumerlaw.gov.au/content/Content.aspx?doc=the\\_acl.htm](http://www.consumerlaw.gov.au/content/Content.aspx?doc=the_acl.htm))

ASQA complaint page: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

OH&S <http://www.ohs.gov.au>

Human rights Commission [http://www.hreoc.gov.au/complaints\\_information/index.html](http://www.hreoc.gov.au/complaints_information/index.html)

DIMA <http://www.immi.gov.au/students>

Privacy Principles <http://www.privacy.gov.au/>

It is the responsibility of all IHNA staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Training Manager if you require further information.