

**Student Complaints Resolution  
Procedure**

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**2. Description and Scope**

This procedure describes the processes used for receiving, dealing, resolving student complaints, Independent resolution, and Appellant rights. The scope of this procedure covers the requirements of Clause 7.2.3 of ISO 9001.

**3. Responsibility**

The Training Manager has the overall responsibility of this procedure. Other responsibilities are outlined within the procedure.

**4. Trigger**

This procedure commences when there is a complaint is received verbally or in writing and when assessing feedback forms.

**5. Definitions**

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**6. References**

<b>Title</b>	<b>Document Identifier</b>	<b>Location</b>	<b>Custodian</b>	<b>Retention Period</b>
Student Complaints and Appeal Form	IHNA-Form-CAF	<a href="https://healthcarestaffingcomau-10.sharepoint.apac.microsoftonline.com/qms/Forms/IHNA-Forms/IHNA-Form-CAF.docx">https://healthcarestaffingcomau-10.sharepoint.apac.microsoftonline.com/qms/Forms/IHNA-Forms/IHNA-Form-CAF.docx</a>	Management Representative	7 Years

**7. Activity Descriptions**

<b>How is the Activity done?</b>	<b>Who is going to do it?</b>	<b>Forms/Records</b>
<b>A. Complaints being raised by the student at the institution (IHNA)</b>		
<p>1. Informal complaints resolution: In the first instance a student or prospective student (complainant) should discuss the matter with the staff member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with the Training Manager. If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved. Records of the outcome shall be maintained by the Training Manager. If not resolved, the formal complaints resolution will be followed.</p>	Involved staff member and/or Training Manager	<p>N/A</p> <p>Wise Net entry</p> <p>E-mail correspondence if applicable</p> <p>Feedback register</p>

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<p>2. Formal complaints resolution: Occurs in Three Stages. General principles applying to all stages of this procedure which will be adhered to by Institute of Health and Nursing Australia are:</p> <p>The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.</p> <p>The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.</p> <p>The Complainant and the respondent will not be discriminated against or victimised.</p> <p>At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.</p> <p>Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in concerns database</p> <p>A Complainant shall have access to this procedure at no cost.</p>		
<p>Stage 1:</p> <p>Formal complaints should be submitted in writing.</p> <p>The Training Manager within Institute of Health and Nursing Australia will then assess the complaint, determine the outcome and advise the Complainant in writing of their decision within 5 working days after the complaint is lodged.</p> <p>The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.</p>	<p>Training Manager</p>	<p>IHNA-Form-CAF</p> <p>Wise Net entry</p>
<p>Stage 2:</p> <p>If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with Director of Education (DOE), Institute of Health and Nursing Australia.</p> <p>The Complainant's appeal will be determined by Director</p>	<p>Curriculum Development Manager</p>	<p>Wise Net entry</p>

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<p>of Education, Institute of Health and Nursing Australia or the DOE might decide to convene the Academic Appeals Committee (Director of Education (Chair), Course Coordinator, Training Manager, and Curriculum Development Manager) to review/investigate the appeal.</p> <p>The Chairperson of the Academic Appeals Committee will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 15 working days.</p> <p>The Complainant will be advised of their right to progress to Stage Three of the procedure if they consider the matter unresolved.</p>		
<p>Stage 3:</p> <p>If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Institute of Health and Nursing Australia.</p> <p>The details for the external body and contact person are:</p> <p>Australian Council for Private Education and Training (ACPET).</p> <p>Suite 101, Level 1, 126 Wellington Parade, East Melbourne, Vic 3002, Australia PO Box 551, East Melbourne, Vic 8002 Ph: (03) 9412 5900 Fax: (03) 9416 1895 Toll-free in Australia 1800 657 644 E-mail <a href="mailto:acpet@acpet.edu.au">acpet@acpet.edu.au</a>; Website <a href="http://www.acpet.edu.au">www.acpet.edu.au</a></p> <p>If the external body makes recommendations in relation to a complaint they have reviewed, they will communicate those recommendations to the Director of Higher Education. The endorsed recommendations will be implemented within 30 working days or as soon as is practicable to do so. The Institute will act on any substantiated complaint and will advise the student on the outcome.</p> <p>A Complainant shall have access to this procedure at no</p>	<p>Curriculum Development Manager/ External Body</p>	<p>Form applicable to the external body</p> <p>Wise Net entry</p>

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cost. The Institute will pay for costs of mediation.		
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.	Curriculum Development Manager/ External Body	Form applicable to the external body  Wise Net entry
The details of the complaints and appeals, procedures followed and outcome are placed in the student file.	Training manager/ delegated staff	Wise Net entry
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.	Training manager/ delegated staff	Continuous improvement register  Feedback register
<b>B. Complaints being raised by the student at the professional experience placement venue or during professional experience placement period</b>		
1. In the first instance a student (complainant) should discuss the matter with the staff member or responsible person concerned (Preceptor/ Clinical nurse supervisor/ Educator). Where this is not considered appropriate then the complainant is encouraged to discuss the matter with the Course Coordinator at the earliest.	Clinical nurse supervisor/ delegated staff	
2. The Course Coordinator also will be available during office hours (0830am-0430pm) to address the student complaints (by person or through phone/emails). In course coordinator's absence, students are encouraged to contact the Training manager or the delegated during office hours (0830am-0430pm).	Course Coordinator / Training Manager/ Clinical nurse supervisor	Wisenet entry

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<p>3. The students are encouraged to lodge the complaint formally in writing, if not resolved informally. This will follow the sates as mentioned in the formal complaint resolution.</p>	<p>Course Coordinator / Training Manager</p>	<p>IHNA-Form-CAF Wisenet entry</p>
<p>4. During after hours, students undertaking professional experience placement are encouraged to liaise with the clinical nurse supervisor or the delegated at the professional experience placement venue. The students could contact the student support manager for any unresolved complaints during after hours. Students could email the issue to the course coordinator and the course coordinator will address the situation as soon as practicable.</p>	<p>Clinical nurse supervisor/ Course Coordinator / Student Support Manager</p>	<p>Wisenet entry</p>
<p>5. The students are advised not to compromise their personal safety at any cost. They should call for Emergency Assistance (000) if need arises.</p>	<p>Student</p>	