



RTO Code: 31915

CRICOS Code: 03320D

SC14-I Complaints and Appeals Policy and Procedures

Domestic and International Students



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Purpose

The purpose of this policy and procedure is to outline Future Academy's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensures compliance with Standard 6 of the Standards, as well as compliance with the of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, Standard 8.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Appeal means a request for a decision made by Future Academy to be reviewed

DET means Department of Education and Training

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Future Academy.

PRISMS means Provider Registration and International Students Management System

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Policy

1. Future Academy responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Future Academy.
 - Any student or client of Future Academy.



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2. Complaints may be made in relation to any of Future Academy's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
3. Appeals can be made to request that a decision made by Future Academy is to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Future Academy
4. Future Academy is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.
5. Through this policy and procedure, Future Academy ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Enable the complainant or appellant to be accompanied by a support person at any meetings that occur during the process.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
6. Future Academy acknowledges the need of students for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant, and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Future Academy.

The independent party recommended by Future Academy is LEADR- Association of Dispute Resolvers which charges an initial fee of \$385.00 for the first 4 hours of their services, or part thereof. This includes pre-mediation services. Subsequent hours are billed at a rate of \$137.50 per hour, or part thereof. These costs are shared between the parties unless other arrangements are made, however complainants and appellants are able to use their own external party at their own cost.



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Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). This service is free of charge.

7. Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Future Academy's head office at 6 Fetherstone Street Bankstown NSW 2200 attention to the Principal Administrator.

Appeals must be made within 30 calendar days of the original incident or decision being made.

When making a complaint or appeal, provide as much information as possible to enable Future Academy to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
8. Some or all members of the management team of Future Academy will be involved in resolving complaints and appeals as outlined in the procedures. Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
 9. Where a student chooses to access this policy and procedure, Future Academy will maintain the student's enrolment while the complaints/appeals handling process is ongoing.
 10. The enrolment status of student will be handled as follows:
 - For domestic students that choose to access this policy and procedure, Future Academy will maintain the student's enrolment while the complaints and appeals process is ongoing.
 - For international students, Future Academy will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Future Academy maintains the student's enrolment as follows:
 - If the appeal is against Future Academy's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Future Academy's decision to report.
 - If the appeal is against Future Academy's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Future Academy will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.



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11. Complaints and appeals will be finalised within 60 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
12. Future Academy will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*.
13. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Document Control

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