Version Control

| Date | Version | Changes made | Author |
|-------------|---------|---|------------------|
| 17 Oct 2018 | V1.0_GD | Released for comment | Gay Doyle |
| 04 Dec 2019 | V1.1 | Updated policy and procedures in line with the National Code 2018 | Shashank Vuppala |
| 10 Jan 2020 | V1.2 | Updated procedure | Shashank Vuppala |

Table of Contents

| 1. | SOOPE | 3 |
|------|----------------------------------|---|
| 2. | Policy | 3 |
| | Definitions | |
| 4.4. | 1Procedure | 4 |
| | A.A. Office On a A. Informatical | |

4.1. Stage One: 1. Informal complaint

1. SOOPE

Procedure for all academic and non-academic matters and applies to all Queensford College students, both international and domestic. Queensford College is committed to ensuring its complaints and appeals processes are freely accessible and managed in a fair, just and transparent manner.

2. Policy

The College undertakes to ensure that:

- 1. All disputes, complaints and appeals will be handled professionally, equitably, confidentially and in a timely manner, with a view to achieving satisfactory resolution;
- 2. All parties will have a clear understanding of the steps involved in the Complaints and Appeals procedure, prior to and during the carrying out of the procedure;
- 3. Prospective students are provided with a copy of the Complaints and Appeals Policy and Procedure document before making a contract to enrol, and again at course commencement;
- 4. There is no cost for a student to lodge an internal complaint or an appeal.
- (Member No. 42713). Resolution Institute is an Australasian, not for profit membership organisation that promotes and facilitates the use of alternative dispute resolution. https://www.resolution.institute/

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Queensford College teaching and administrative staff are available to assist students to resolve their issues at this level.

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/appellant. Decisions will be made based on but not limited to current Government Legislation, Standards for RTOs 2017, Queensford College Policies and Procedures and, where applicable, The Rules of Evidence and The Principles of Assessment, providing a written report to the complainant/appellant within 20 working days, on the steps that will be taken to address the issue, clearly stating the reasons for the decision.

Complaints and Appeals Records

The Compliance Manger will maintain records of all complaints and appeals and their outcomes.

The Compliance Manager will table complaints and appeals in Queensford College Management meetings, identifying potential causes of complaints and appeals, the action/staken to eliminate or mitigate the likelihood of reoccurrence.

All complaints and appeals paperwork is kept by the Compliance Manager in the Complaints and Appeals file and entered on the Complaints and Appeals Register.

3. Definitions

- 1. Academic Matters: student progress, assessment, curriculum and awards
- Non-Academic Matters: including but not limited to those related to personal information, financial matters, behaviour of Queensford College staff and/or agents, and enrolment matters
- 3. Informal Complaint: informal discussion between a complainant and a member of the College.
- 4. Formal Complaint: A written statement from a complainant lodged with Queensford College
- 5. Appeal: A review of the outcome of a formal complaint by Queensford College
- 6. External Body Review: Organisation external to and independent of Queensford College who can review and consider a decision Queensford College has made regarding a formal complaint or appeal
- 7. Complainant: Anyone making a complaint or raising a grievance with Queensford College and accessing the complaints and appeals process.
- 8. Appellant person lodging an appeal.

4. Procedure

The following procedure outlines the four stages in the complaints and appeals process. If a student chooses to access the complaints and appeals processes, Queensford College will while the complaints/appeals process is being undertaken.

Queensford College will respond to any complaint or appeal the complainant/appellant makes regarding his or her dealings with Queensford College, Education Agents or any related party Queensford College has an arrangement with to deliver the overseas students course or related services.

4.1. Stage One: 1. Informal complaint

