



Complaints and Appeals Procedure

Policy

Carrick Institute of Education endeavours to create a positive learning environment for students, one in which each student has the opportunity to achieve their personal best. Part of the maintenance of that positive environment is a fair and open complaints and appeals procedure made available to all students.

Overview

The Institute has a duty of care in ensuring that students study in a happy environment, free of coercion, unfair treatment or harassment. Carrick ensures that appropriate arrangements for the care of the students under the age of 18 are in place. Any circumstances caused by a fellow student or staff member, including any abuse and/or bullying, or issue with the Institute in general, which affect the wellbeing of any student, will be dealt with in a professional manner by the Institute according to established procedures. The Institute has put in place a policy and procedure to address such issues as part of its quality service for students.

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 these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Definitions

Complaint – dissatisfaction with a service offered or treatment received at Carrick Institute of Education.

- the enrolment*¹, induction/orientation process;
- the quality of education provided;
- academic matters including student progress, assessment*², curriculum and awards in a VET course of study;
- handling of personal information and access to personal records; and
- the way someone has been treated.

* Please note:

1. While Carrick makes every endeavour to timetable classes that suit all students' needs, this is not always possible due to scheduling constraints. Information on requests to change timetables can be found in AP 64 Checking Timetables on MyCarrick.
2. Students should note that a complaint about being awarded what the student considers an unsatisfactory result will only be actioned if the complaint concerns the process of assessment, not the result. Information on marks and results can be found in TA 3 Student Assessment.

Appeal – dissatisfaction with a decision made by Carrick Institute of Education.

***Please Note: You have the right to appoint a support person of your choice to attend all discussions.**

1.0 Guidelines

- 1.1 Your complaint or appeal will be dealt with promptly and the length of time involved may vary in accordance with the complexities of the case.
 - 1.1.1 Student Services Department will send an acknowledgement letter informing you (the student) that the complaint has been received and that you have the right to bring a support person to attend all discussions, this person may be a friend, family member, or staff member of Carrick Institute of Education.
 - 1.1.2 If you are under 18 years of age, a copy of your complaint or appeal will be sent to your parent, legal custodian or suitable nominated relative or legal custodian and/ or care giver provider as applicable.
 - 1.1.3 Under normal circumstances you can expect at least a provisional written response within 10 working days of presenting your complaint and appeal.
 - 1.1.4 If resolution takes longer, you and, where applicable, your parent, legal custodian or suitable nominated relative, legal custodian and/ or care giver provider as applicable will be kept informed on the progress of the case.
- 1.2 You will be provided with a written outcome on your case including reason(s) for the decision.
 - 1.2.1 A copy of the outcome on the case would also be sent to the parent, legal custodian or suitable nominated relative or legal custodian and/ or care giver provider as applicable.
- 1.3 You must maintain your enrolment throughout the complaints and appeals process.
- 1.4 The internal complaints and appeals services available to you are free of charge.

2.0 External Appeal

- 2.1. If you are dissatisfied with the outcome of your complaint or appeal at the end of the internal process, you may wish to have the matter dealt with through an external dispute resolution process facilitated by
 - Overseas Students Ombudsman (OSO) – International students
 - Australian Council for Private Education and Training (ACPET) – Domestic student
 - Office of the Training Advocate (OTA) – South Australian students only.
- 2.2. There is no cost for lodging an external appeal.
- 2.3. You must lodge an appeal to the relevant authority and you will be required to complete the appeals form.
 - 2.3.1. The form is available from the relevant websites
 - Overseas Students Ombudsman - <http://www.oso.gov.au/making-a-complaint/>
 - ACPET – <http://acpet.edu.au/students/student-support> appeals
 - Office of the Training Advocate - <http://www.trainingadvocate.sa.gov.au>
- 2.4. Students should not phone or go into any of the above offices under any circumstance.

- 2.5. Once the relevant authority has received your appeal form, they will contact you and Carrick to request all documentation.
- 2.6. The authority will notify you (and Carrick) of the outcome of your appeal in writing within 1 month of receiving your form.

3.0 Recording Student Complaints and Appeals

- 3.1. Complaints that the student does not wish to formalise in writing should be recorded in the SMF 10 Diary Note to be forwarded to the Department Head/Manager (where applicable).
- 3.2. Each complaint, appeal and its outcome is recorded on the Complaints and Appeals Register, Student Management System (Wise.NET) and copies of the SMF 15 Request Complaint Appeal Form or SMF 10 Diary Note, and the recorded outcome are placed in the student's file.

4.0 Actioning Student Complaints and Appeals

- 4.1 Where the complaints or appeals process results in a decision supporting the student complaint, Carrick Institute of Education will within thirty days implement the required corrective/preventative action and advise the student of the outcome.
 - 4.1.1 For students under the age of 18 a copy of the outcome will be sent to their parent, legal custodian or suitable nominated relative or legal custodian and/or care giver provider as applicable.

5.0 Further Action for Complaints and Appeals regarding VET Fee Help

- 5.1. If a complaint still remains unresolved after the external appeal, the complainant may decide to refer the matter to the National Training Complaints Hotline on 1800 000 674.

6.0 Record Keeping & Confidentiality

- 6.1. A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records. Access to these records is based upon a written request to the Campus Director. These records will be maintained in the student's file.
- 6.2. All records relating to complaints will be treated as confidential and will be covered by the Institute's SMP 5 Student Privacy and Personal Information Policy.

7.0 Publication

- 7.1. This Policy and Procedure will be made available by publication on the Institute's website (<http://carrickeducation.edu.au/>) and the student portal MyCarrick.

7.2. For the purposes of communicating to and training staff, this Policy and Procedure will form part of the induction process, will be published in the Policies & Forms Index and be documented in the Employee Handbook.

Related Policy

SMP 5 Student Privacy and Personal Information Policy

Related Forms

SMF 10 Diary Note

SMF 15 Request Complaint Appeal Form

Policy Locations

P: Drive

Website

MyCarrick