

# COMPLAINTS AND APPEALS POLICY & PROCEDURES

## Scope

This policy is to:

- define the system used to ensure compliance with legislative and regulatory requirements for complaints and appeals, and are publicly available.
- ensure that Evolution conducts the assessment of the complaint or appeal in a professional, fair and transparent manner.
- ensure the student has an opportunity to present their case at minimal or no cost and be accompanied and assisted by a support person if necessary.

This procedure applies to:

- all Evolution stakeholders.

## Definitions

DEFINITION	
<b>Evolution / College</b>	Evolution Systems for Training and Development Pty Ltd (ABN: 73 114 531 636) trading as Evolution Hospitality Institute/Evolution English Language Centre (RTO 91256) (CRICOS: 02869G)
<b>Complaint</b>	An expression of dissatisfaction or unacceptance occurring as a result of routine Evolution operations.
<b>Appeal</b>	A formal request for a decision made by Evolution on a particular matter to be changed.
<b>Appellant</b>	A person is appealing.
<b>Complainant</b>	A person complaining.
<b>Respondent</b>	A person responding to a complaint or appeal.
<b>Support person</b>	A family member, friend, counsellor, or other professional support person. A support person is not a legal representative.
<b>Domestic student</b>	Refers to all students who are not overseas (international) students.
<b>Overseas student / International student</b>	is defined as a person (whether inside or outside Australia) who holds a student visa.

## Policy

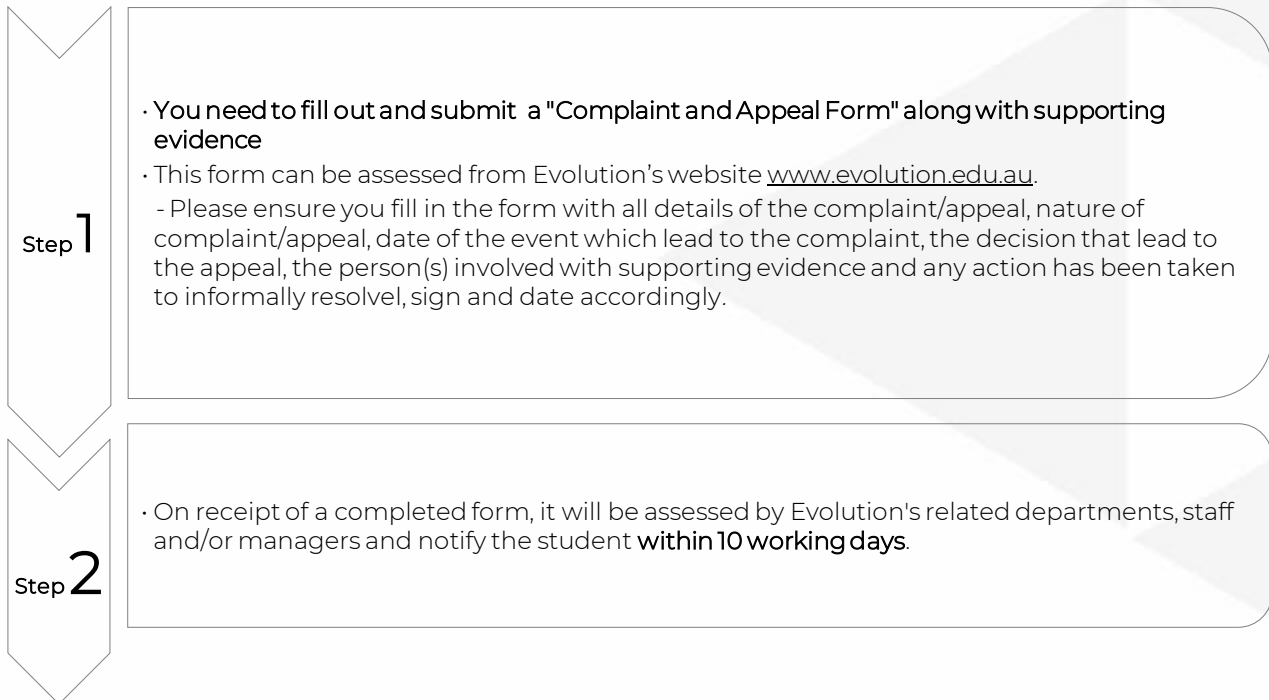
### INFORMAL COMPLAINTS / APPEALS

Where possible all informal attempts shall be made to resolve the complaint/appeal. This may include advice, discussions, and general mediation about the issue, as follows:

Area of complaints/appeals	Directly to
General issues	Student Support Team
Financial issues	Accounts Department
Academic issues	Academic Team

### FORMAL INTERNAL COMPLAINTS / APPEALS

Where informal attempts cannot resolve the complaint/appeal, a formal complaint/appeal must be made following the procedure outlined below:



- By natural justice / procedural fairness, students are allowed to put forward their cases. A complaint or appeal must be submitted within:
  - 10 working days from the date that the Competency not achieved (CNA) Notification has been sent by Student Support Team regarding the Outcome review.
  - for the term that the event has occurred for other complaints/appeals.
- There is no cost associated with formal Complaints/Appeals.
- International students:
  - A student is required to for fill their obligations under a student visa, and need to maintain attendance, academic progression and tuition fees during the appeal or complaint process.
  - If a student's appeal relates to a decision to cancel the student's enrolment, the internal complaints process must be completed before the cancellation can proceed.
  - A student will not be reported through Provider Registration and International Student Management System (PRISMS) for unsatisfactory course progress or attendance until the overseas student has accessed the internal and external complaints handling and appeals process, and the decision or recommendation supports Evolution.
  - Evolution only reports a student for unsatisfactory course progress or attendance in PRISMS after:
    - the internal and external complaints processes have been completed and the breach has been upheld;

- the student has chosen not to access the internal complaints and appeals process within the 20 working day period;
  - the student has chosen not to access the external complaints and appeals process; or
  - the overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.
- If a student is not successful in the Evolution's internal complaints handling and appeals process, they will be advised on the right to access an external complaint handling and appeal process **within 10 working days** of the completion of the internal complaints and appeals.
- Where the complaint/appeal decision or recommendation supports the student, Evolution will immediately implement the decision and/or corrective and preventative action that is required and advise the student of the outcome.
  - Complaints/appeals details will be kept in the Student Management system against the student's file.

**EXTERNAL COMPLAINTS / APPEALS**

- If a student is still dissatisfied with the decision of Evolution, a student has the right to access external complaints handling and appeals.
- External complaints/appeals must be lodged **within 10 working days** of the completion of the internal complaints and appeals.
- Where a decision or outcome is in favour of the student, Evolution will immediately implement the decision and/or corrective and preventative action that is required and advise the student of the outcome.
- Complaints/appeals details will be kept in the Student Management system against the student's file.
- External complaints handling and appeals body for:

Domestic students	International students
National Training Complaints <a href="https://www.dese.gov.au/national-training-complaints-hotline">https://www.dese.gov.au/national-training-complaints-hotline</a>	Commonwealth Ombudsman <a href="https://www.ombudsman.gov.au/">https://www.ombudsman.gov.au/</a>