

InTech Institute of Technology		
Policy: <i>Customer Complaints and Appeals</i>		
Creation Date: 29 Sept 2006	Version: Nov 2007	Created By: Robin Jaggessar
Justification: Change to AQTF 2007, Yearly revision of the Policy		

InTech documents and implements procedures for dealing with customer complaints, grievances and appeals in a constructive and timely manner.

Students must feel free to discuss any problems with the trainers, administration or CEO for any matter relating to any matter of their studies.

The policies and procedures ensure that:

- i. each complaint, appeal and its outcome is recorded in writing;
- ii. each appeal is heard by an independent person or panel; and
- iii. each appellant:
 - a. has an opportunity to formally present his or her case; and
 - b. is given a written statement of the appeal outcomes, including reasons for the decision.
- iv. the RTO should act upon the subject of any complaint found to be substantiated.

In the event that a student has a grievance concerning any matter in relation to the training or the organisation, the student will:

Complaints and Appeals Policy

A summary of these procedures are as following:

1. Code of Conduct, Attendance and Discipline.

Students are expected to abide by the terms and conditions of enrolment and the published rules and code of conduct of the College. Disciplinary procedures will be applied in the event of a breach of these rules. All staff are expected to apply the College's policy and rules fairly and without favor, but if a student considers that this has not occurred, the student may refer the matter to the Principal.

2. Service and Academic Programs.

In the event of a student complaint concerning the quality of the service or teaching provided by the College, the student will report the matter to a person in a position of authority within the College. The complaint may either be dealt with by that person, or referred to the Principal for resolution. The decision will be conveyed in writing to the parties.

3. Contractual and financial issues.

Matters relating to the interpretation of the contract, or the payment or refund of fees, are stated clearly in the Application for Admission. Any queries relating to course fees and other charges payable to the College will initially be dealt with by the College Finance and Administration staff. If the student is dissatisfied with the decision; matter will be referred to the Principal.

This Agreement does not remove the right to take further action under Australia's consumer protection laws. Any default by the College will be covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. Additionally, students can access independent dispute resolution services through the Australian State Education Authority responsible for approving providers to offer courses to overseas students.

An Overseas student may contact the chief executive if the student is concerned about the conduct of the registered provider. The Chief Executive of Queensland Education could be found at Education House 30 Mary Street, Brisbane, Qld. The chief executive may under part 2, division 2 of the Act, suspend or cancel the registration of a provider or course. The dispute resolution process described in the policy does not prevent an overseas student from exercising the student's rights to other legal remedies.

All disputes will be resolved in a reasonable time frame to allow for students on limited time because of visa requirements.

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Complaints and Appeals Procedure: - Person Responsible – Robin Jaggessar

Complaint Procedure

- A student with a complaint can speak directly with the person concerned to resolve any complaint within 7 days
- Student to Advise the college in writing of the nature of the complaint
- If the student can not speak to the person concerned they should direct the matter in writing to the chief executive/owner within 21 days
- Robin Jaggessar and Amy Jaggessar will meet with the student to try and resolve the complaint.
- If the complaint is still unresolved, the student will be advised of external organizations, e.g. Police, Counseling organizations, Consumer Affairs, ACPET that may be able to assist. The relevant external organizations will be engaged for their expertise in handling such complaints.
- The Student will be notified in writing of the outcome as well as the reason for the outcome.
- The initial complaint and the outcome will be **documented in writing** in the complaint register.
- All written records of any complaints will be kept on file. Students will be notified in writing of the outcome.

Appeals Procedure

InTech seeks to prevent appeals by ensuring that students are satisfied with their training product and its outcomes.

Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any Assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint.

The circumstances and results of any appeal are analyzed by the Legal Representative. Appeals must be made within 7 days of receipt of assessment.

As member of ACPET InTech has access to ACPET independent appeal panel for the resolution of grievances that cannot be resolved internally.

InTech also has arrangement with management of Meee Australia School of Beauty to act as a third party independent mediator in all appeals and grievance processes.

All complaints and outcomes are documented in a complaints and appeals register.

- i. Students are to notify trainer within 7 days in writing of the nature of the appeal.
- ii. Trainer and/or manager provide a written statement to the student within 21 days of the complaint.
- iii. InTech will seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal.
- iv. If the appeal is still unresolved, the student will be advised of external organizations, e.g. Consumer Affairs or ACPET for professional advice.
- v. The Student will be **notified in writing** of the outcome as well as the reason for the outcome.
- vi. All records will be **updated and recorded** in the appeal register.
- vii. All corrective actions to be taken will be circulated to staff in writing, explained in a staff meeting and a copy filed for future reference.
- viii. All necessary documents are updated and version numbers are included to reflect the latest version.

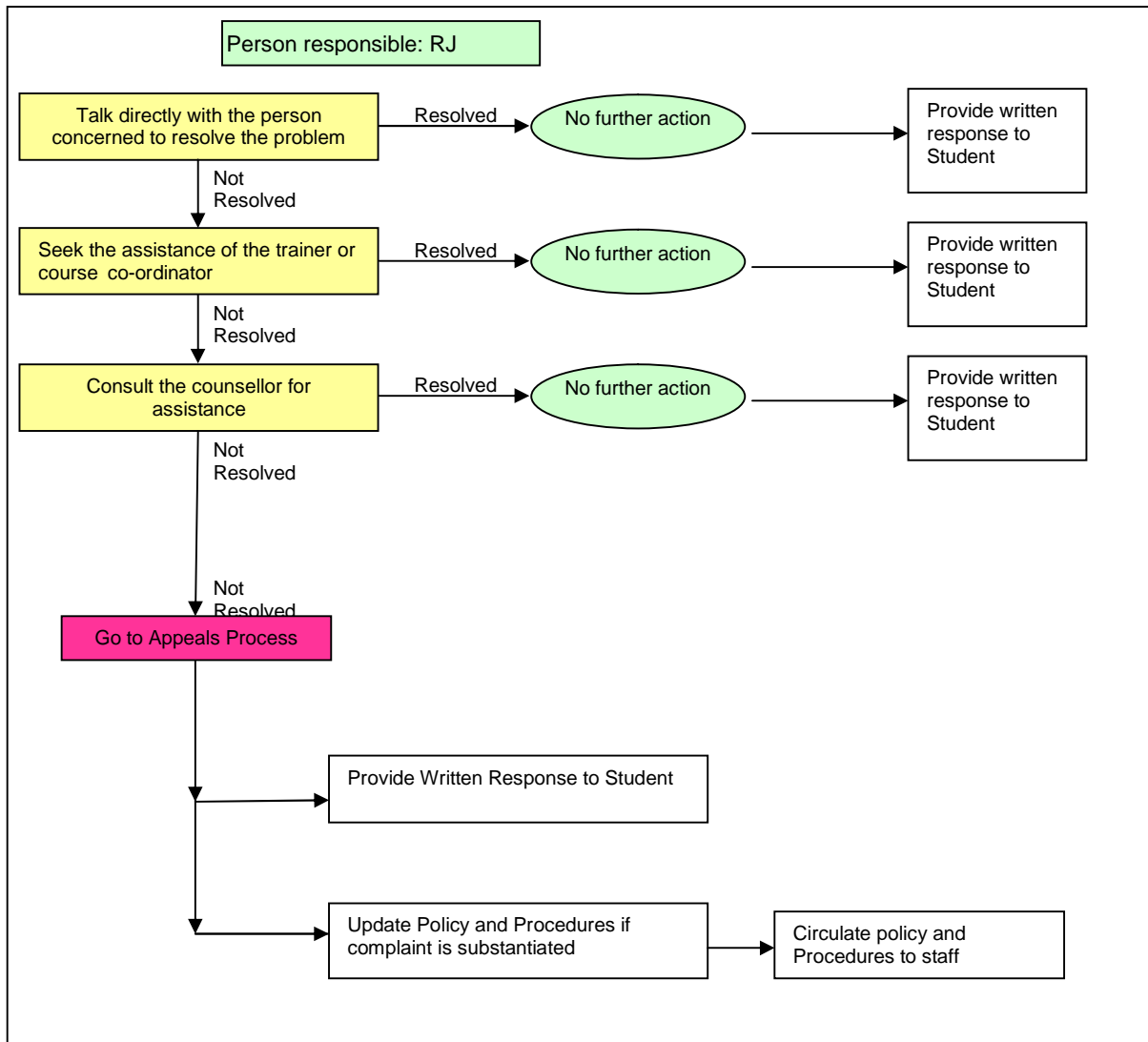
Complaints and appeals can also be lodged with:

- National Training Complaints Hotline on 1800 000 674
- Each Appellant has an opportunity to formally present his or her case.
- Each student is given a written statement of the appeal outcomes, including reasons for the decision.

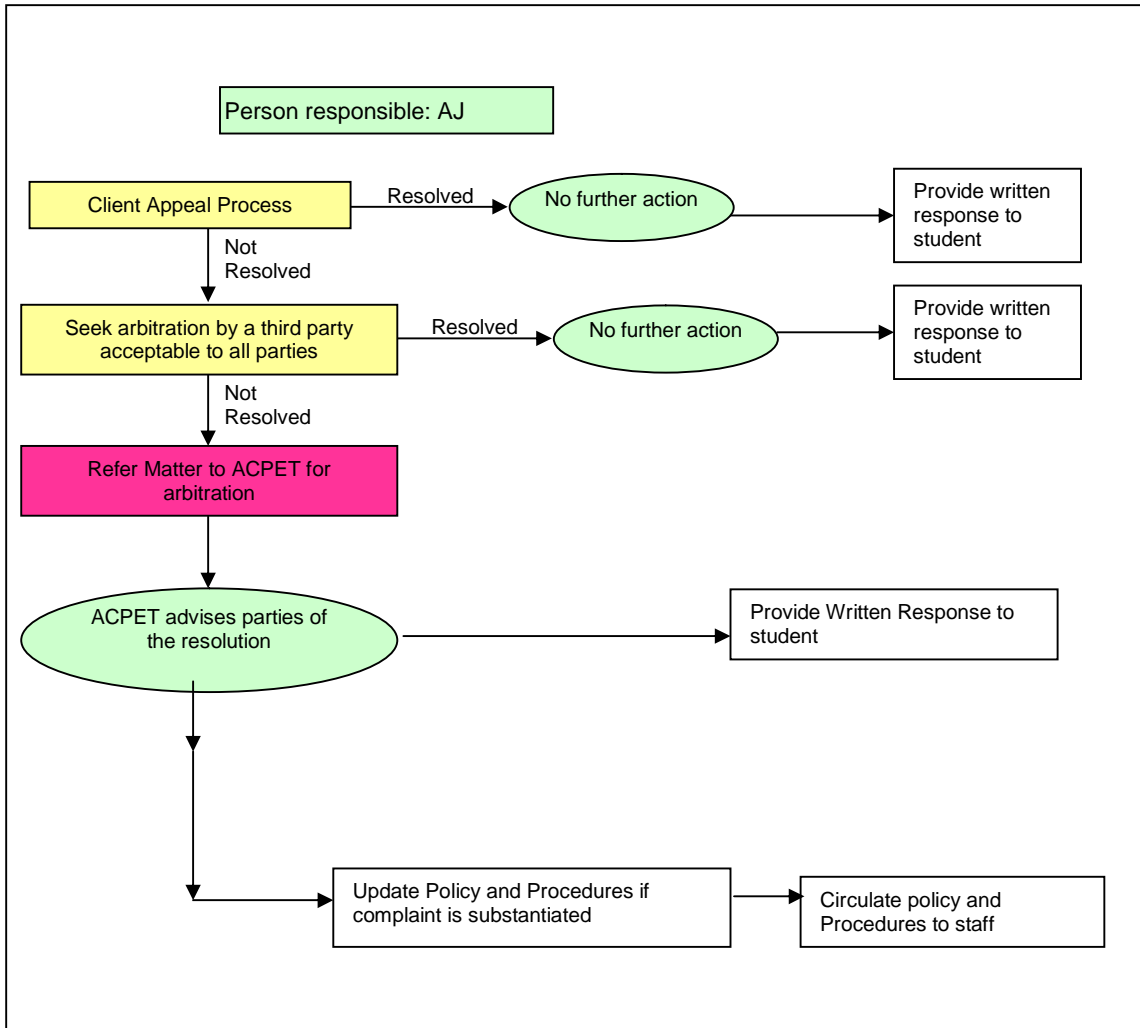
Policy Changes in the Event of Substantiated Complaints

- I. InTech will implement new policies and procedures that affect grievances of any complaint that is found to be substantiated.
- II. These new changes will be communicated to all staff and students.
- III. Policy and procedure manuals will be updated. Website information will be updated.

Client Complaints and Appeals Process Flowchart



Client Appeal Process Flowchart



Customer complaint

Matters of complaint outside of grievance and appeal will be dealt with according to its merit. The written complaint will be formally viewed by the chief executive/owner within 21 days of receipt. A response in writing will be forwarded to the complainant within a further 21 days notifying of result and/or any further action.

Customer Complaint Procedure:

- i. Notify manager within 21 days in writing of customer complaints.
- ii. Manager responds within further 21 days.
- iii. If the complaint is unresolved, all parties will be advised of external organizations that may assist eg. ACPET or Relevant Organizations.
- iv. The Student will be **notified in writing of the outcome** as well as the reason for the outcome.
- v. All records will be updated in the complaint register
- vi. All corrective actions to be taken will be circulated to staff in writing, explained in a staff meeting and a copy filed for future reference.
- vii. All necessary documents are updated and version numbers are included to reflect the latest version.

Special note for overseas students

An Overseas student may contact the chief executive if the student is concerned about the conduct of the registered provider. The Chief Executive of Queensland Education could be found at Education House 30 Mary Street, Brisbane, Qld. The chief executive may under part 2, division 2 of the Act, suspend or cancel the registration of a provider or course. The dispute resolution process described in the policy does not prevent an overseas student from exercising the student's rights to other legal remedies.

A student can access external help via a number of other methods:

Office of Fair Trading

Department of Science and Training

The office of the Queensland Police Department

Senior Education Officer

CRICOS Registration PO Box 15033
City East Queensland 4002
Australia

Australian Council of Private Education and Training (ACPET)

Level 11, Lennard Bld
Queen Street Mall
Brisbane, QLD 4000
Phone: (07) 3221 4611

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