



## **Complaints and Appeals Policy**

### **Policy**

QIBA is committed to providing a professional, fair and transparent complaint and appeal handling process and will respond to any complaint or appeal a student makes regarding his or her dealings with QIBA, including but not limited to our Facilitators, our assessors, support staff, other students of QIBA, our education agents or any other related party QIBA has an arrangement with.

This policy outlines QIBA's approach to managing complaints and appeals and ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

### **Scope**

This Policy meets the legislated requirements of Standard 10 of the National Code 2018 and clauses 6.1 to 6.6 of the National Standards for Registered Training Providers. It also covers the Professional Year Program.

### **What is a complaint?**

A complaint is generally negative feedback about services or people which has not been resolved locally.

### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during their time with QIBA.

It is important to note that a student may appeal any decision made by QIBA. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer or a student has a right to appeal an assessment result if they believe that the result given was unfair or unjustified.

### **Early resolution of complaints & appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints and appeals can be avoided by proper communication and respect between persons involved.

### **Making a complaint or appeal**

To make a complaint, the person is recommended to complete the QIBA – Complaint and Appeals Form. This form is available via our website or can be obtained from the QIBA Student Services Hub.

The completed complaint form is to be submitted to the Administration and Risk Manager either in hard copy or electronically via the following contact details:

[principal@qiba.edu.au](mailto:principal@qiba.edu.au) (all VET programs, ELICOS programs or the Professional Year Program)



## **Complaint & Appeal handling procedure**

QIBA will apply the following procedure to its complaints and appeals handling:

1. Persons seeking to make a complaint or appeal are to complete the complaint and appeals form which is available to them on the website or from the QIBA Student Services Hub.
2. Complaints and appeals are acknowledged in writing and a written record of all complaints and appeals is to be kept by QIBA including all details of lodgement, response and resolution. The complaints and appeals register is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint and appeal handling process. Records relating to complaint and appeal handling are stored securely to prevent access to unauthorised personnel.
3. A complainant or appellant is to be provided an opportunity to formally present his or her case at no cost.
4. Each complainant or appellant may be accompanied and/or assisted by a support person at any relevant meeting.
5. The handling of a complaint or appeal is to commence **within ten (10) working days** of the lodgement of the complaint or appeal and all reasonable measures will be taken to finalise the process as soon as practicable.
6. The complaints and appeals policy is publicly available on the QIBA website.
7. The complainant or appellant is to be provided a written response to the complaint or appeal, including details of the reasons for the outcome. A written response must be provided to the complainant or appellant within **fourteen (14) working days** of the lodgement of the complaint or appeal.
8. Complaints and appeals must be resolved to a final outcome within **sixty (60) calendar days** of the complaint or appeal being initially received. Where QIBA considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the Principal or CEO will inform the complainant/appellant in writing, including reasons why more than 60 calendar days are required. As a benchmark, QIBA will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of QIBA and the complainant.
9. A complainant/appellant will also be provided with regular updates to inform them of the progress of the complaint/appeal handling. Updates should be provided to the complainant/appellant at a minimum of **two (2) weekly intervals**.
10. QIBA shall maintain the enrolment of the complainant and/or appellant during the complaint and/or appeal handling process.
11. Decisions or recommendations of the complaint or appeal handling process that find in the favour of the student shall be implemented immediately and the student will be advised of any corrective action required by the decision.



12. Complaints and appeals are to be handled in the strictest of confidence. No QIBA representative is to disclose information to any person without the permission of QIBA Chief Executive Officer or Principal. A decision to release information to third parties can only to be made after the complainant/appellant has given permission for this to occur.
13. Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant and/or appellant is entitled to be heard with access to all relevant information and with the right of reply. The complainant and/or appellant is entitled to have their complaint or appeal heard by a person that is without bias and may not be affected by the decision. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)
14. Complaint/appeal handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement for QIBA.

### **Internal Appeal Review**

1. Where the person making a complaint or appeal is not satisfied with the handling of the matter by staff at QIBA, they have the opportunity to appeal internally to the Principal or CEO to review the decision.
2. The Principal or CEO will review the facts and hold a meeting with the complainant/appellant who has the right to bring a support person.
3. An answer/solution is then provided to the complainant/appellant.

### **External Appeal Review**

1. If the internal complaints handling and appeals process is not successful then students have an opportunity for a body or person that is independent of QIBA to review his or her complaint or appeal. QIBA will advise the student **within (10) working days** of the conclusion of the internal review of the student's right to access the external complaints handling and appeals process at minimal or no cost.
2. Before a person seeks a review by an independent person, they are requested to first allow QIBA to fully consider the nature of the complaint and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person.
3. In these circumstances the Principal or CEO will advise of an appropriate party independent of QIBA to review the complaint outcome (and its subsequent handling) and provide advice to QIBA in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within **fourteen (14) working days** of their review being requested. This advice is to be accepted by QIBA as final, advised to the person making a complaint in writing and implemented without prejudice.



4. Where QIBA appoints or engages the external appeal process to review a complaint or appeal, QIBA will meet the full cost to facilitate the independent review. Where the person seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, QIBA may seek the person making a complaint to contribute to the cost of engaging this person to undertake the review.

### **Independent and External Bodies available to students**

At full conclusion of the complaint handling process where the person making a complaint or appeal remains not satisfied with the outcome of the complaint or appeal handling procedure, the person making a complaint/appeal is directed to the following external agencies:

1. In relation to the delivery of training and assessment services for international students the third party mediation organisation for international students is the Overseas Students Ombudsman (OSO) <http://www.ombudsman.gov.au/>  
  
Phone: 1300 362 072 (This service is only available to full time international students).
2. In relation to consumer related issue, the person may refer their complaint to one of the following:  
[NSW Office of Fair Trading](#) [ACT Office of Fair Trading](#)  
[QLD Office of Fair Trading](#) [TAS Office of Fair Trading](#)
3. In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** <https://www.education.gov.au/NTCH>