



OXFORD COLLEGE
CRICOS No. 02427A Registered School No. 2016

Complaints and Appeals Policy and Procedures

1. Rationale

A fair and transparent means of making formal complaints and appealing academic and related decisions is an integral part of all training and assessment, and a requirement to meet National Code Standard 8 – Complaints and Appeals.

2. Aim

To provide students (and their parent/guardian for under-18) and staff of Oxford College (Oxford) with guidelines for complaints and appeals and processes for appealing academic and other related decisions.

3. General Policy

- 3.1 Students (and their parent/guardian for under-18) who are concerned about the conduct of Oxford are encouraged to attempt to resolve their concerns using this procedure.
- 3.2 The procedure will be implemented at no cost to the student.
- 3.3 All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- 3.4 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- 3.5 Students (international students who are on a student visa and domestic students only) will be provided with details of external authorities they may approach, if required.
- 3.6 At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- 3.7 Students (and their parent/guardian for under-18) may raise any matters of concern relating to teaching/training delivery and assessment, student visa requirements, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 3.8 For internal complaints and appeals:
 - The student will have an opportunity to formally present their case, in writing and in person at no cost to the student
 - The student may be accompanied and assisted by a support person at any relevant meetings.
 - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including the details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.

- 3.9 A student's enrolment must be maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined if the internal complaint or appeal is initiated by the student. Where the suspension or cancellation is not initiated by the student and if the student accesses the complaints and appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply as stated in the Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy & Procedures.
- 3.10 The College will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent body to review the process implemented by the College.
- 3.11 If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to the college management meeting as part of the continuous improvement process.
- 3.12 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to: Contact a solicitor, or Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, and telephone 9607 9311 for a referral to a solicitor.
- 3.13 Ozford will keep proper records of all informal and formal discussions conducted under this policy and procedure and their outcomes on student files.

4. Complaint Procedure

Informal Complaint Process

- 4.1 Any student (and their parent/guardian for under-18) with a question or complaint may raise the matter with staff of Ozford and attempt an informal resolution of the question or complaint.
- 4.2 Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the Ozford staff member involved determines that the issue question or complaint was relevant to the wider operation of Ozford.
- 4.3 Students (and their parent/guardian for under-18) who are not satisfied with the outcomes of the question or complaint are encouraged to register a formal complaint.

Formal Complaint Process

- 4.4 Students (and their parent/guardian for under-18) who are not satisfied with the outcomes of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the Student Complaint/Appeal Application Form and contact the Student Services Coordinator to arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.
- 4.5 The following matters must be lodged as a formal complaint within 20 working days of notification of an intention to report the student to Department of Education and Training (DET) (applicable to international students only) in order to be considered by Ozford.

- Deferral of commencement, suspension or cancelling a student enrolment outcome
 - Intention to report the student to the Department of Immigration and Border Protection (DIBP) for unsatisfactory course progress/unsatisfactory attendance and non-payment of fees (applicable to international students only)
 - Non achievement of unit competency.
- 4.6 At the stage of the complaint meeting the complaint must be recorded in writing and signed and dated by the complainant and the Student Services Coordinator. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.
- 4.7 The Student Services Coordinator will then attempt to resolve the complaint with the student and any other parties who may be involved. The student (and their parent/guardian for under-18) will be invited to meet with the Student Services Coordinator and formally present their case.
- 4.8 The resolution phase will commence within 10 working days of the complaint being lodged in writing. A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- 4.9 At the end of the resolution phase the Student Services Coordinator will report the College's decision to the student (and their parent/guardian for under-18) in writing. The College's decision and reasons for the decision will be documented by the Student Services Coordinator and placed in the student's file.
- 4.10 Following the resolution phase the College will implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.
- 4.11 If a student is dissatisfied with the outcome of the formal complaint process then they may institute an internal appeals process by completing the appeals form.

5.0 Appeal Procedure

Internal Appeals

- 5.1 Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student (and their parent/guardian for under-18) to reconsider a decision made by Ozford.
- 5.2 Students appealing an assessment or course credit outcome will need to have a meeting with the Head of College. Students will be given the opportunity for reassessment by a different assessor selected by the College. Costs of reassessment will be met by the College. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.
- 5.3 A student's enrolment must be maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined if the internal complaint or appeal is initiated by the student. Where the suspension or cancellation is not initiated by the student and if the student accesses the complaints and appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply as stated in the Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy & Procedures.

- 5.4 If the appeal is initiated by students (and their parent/guardian for under-18), a Complaint/Appeal Application Form available at the Student Services Desk with supporting information should be complete and submitted.
- 5.5 The appeal resolution phase will commence within 10 working days of the internal appeal being lodged in writing.
- 5.6 An Appeal Panel comprising two senior staff members not directly involved in the matter will be convened by the Student Services Coordinator within 10 working days of the appeal application being received. The student (and their parent/guardian for under-18) will be asked to formally present their case.
- 5.7 The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the Appeal Panel and placed in the student file
- 5.7 The decision of the Appeal Panel will be communicated to the student in writing within 5 working days, unless the Appeal Panel decides that additional investigations, information or monitoring are required. In this case the student will be advised of the decision within 5 working days of the Appeal Panel reaching a decision.
- 5.8 Following the internal appeals phase, Ozford will implement the decision as conveyed to the student and implement any improvement actions arising from the complaint.
- 5.9 There are no further avenues within the College for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available

External Appeals

- 5.10 Students may seek assistance from a formal external authority within 10 working days if they are not satisfied with the decision reached. Ozford uses the following external providers for this mediation service at no cost/minimal cost to the students:

For overseas students who are on a student visa

OVERSEAS STUDENT OMBUDSMAN

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

Phone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.oso.gov.au (please download the application form from this website)

Address: G.P.O.Box442, Canberra, ACT 2601

• For domestic Australian students

LEADR

Phone: 02 9251 3366

Email: leadr@leadr.info

Website: www.leadriama.org/

Address: Level 1, 13 -15 Bridge St | SYDNEY 2000

<http://www.leadriama.org/chapters-groups/victoria>

Students are required to pay \$192.50 to submit an external review to LEADR. However if the result of the external appeal is in favour of the student all costs imposed by the LEADR will be reimbursed/paid by the Institute within 10 working days following the receipt of a request for reimbursement or provision of original or certified/verified copy of the invoice from LEADR.

Ozford College Pty. Ltd is trading as Ozford College (CRICOS No. 02427A, Registered School No. 2016, ABN 41 102 265 225)

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No other costs incurred by the appellant will be reimbursed.

- 5.11 The purpose of the external appeals process is to consider whether the College has followed its student complaints and appeals procedure, not to make a decision in place of the College. For example, if a student appeals against his or her subject results and goes through the internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.
- 5.12 The external appeals procedure will be determined by the independent mediator.
- 5.13 Following the receipt of the outcome of the external appeal the College must immediately implement the decision, convey the outcome to the student and undertake any improvement actions arising from the complaint.
- 5.14 If an appeal is against the College's decision to report the student for unsatisfactory course progress, Ozford must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported the provider's decision to report.
- 5.15 If an appeal is against the College's decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment, Ozford only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DET (applicable to internal students only) through PRISMS of the change to the student's enrolment.

6.0 Associated documents

Complaint/ Appeal Application Form

Outcome of Complaint/ Appeal Letter (unsuccessful)

Outcome of Complaint/ Appeal Letter (successful)

Appeal Record Form **OZFORD COLLEGE****Complaint/Appeal Application Form**

First Name:		Surname/Family Name:	
Student No.:		Course Name:	
Course commencement:		Course Completion:	

Subject/Unit Name:	
Assessment Task:	
Due Date:	
Teacher's Name:	
Reason for Appeal:	
Any other relevant information/evidence you would like to include:	
Do you wish to be represented by another person at the appeal:	Yes/No
If Yes, please provide representative's name:	
Signature:	
Date:	
Action Taken By:	
Description of Action Take:	
Date:	

Level 7 310 King St
Melbourne VIC 3000
Australia

OZFORD COLLEGE (CRICOS: 02427A)



(Student name)

*(Student
address)*

(Date)

Dear *(student's name)*,

Re: Outcome of Complaint/Appeal - Upheld

I write to inform you of the decision of your appeal about *(subject of appeal)*.

After consideration of the matters you raised and information you presented at the hearing on *(date of meeting)*, the Appeals Committee has decided to uphold your appeal for the following reasons:

- *(list reasons)*
- *(list reasons)*
- *(list reasons)*

You will now need to: *[delete if not required]*

- *(Resit the assessment)*
- *(Attend your classes as per the timetable)*
- *(Confirm details of your accommodation)*
- *(Meet with the Student Counsellor for ongoing support)*
- *(Meet with the Student Services Coordinator to discuss expectations of behavior and attendance)*
- *(other conditions/action)*

Yours sincerely,

Head of Department



Level 7 310 King St
Melbourne VIC 3000
Australia

OZFORD COLLEGE (CRICOS: 02427A)

(Student
name)
(Student
address)
(Date)

Dear (student name),

Re: Outcome of Complaint/Appeal - Denied

I write to inform you of the decision of your appeal about (*subject of appeal*). After consideration of the matters you raised and information you presented at the meeting on (*date of meeting*), the Appeals Committee has decided to reject your appeal for the following reasons:

- (*list reasons*)
- (*list reasons*)
- (*list reasons*)

Under the College's Complaints and Appeals Policy, students may seek assistance from an external body if they are not satisfied with the decision reached by the College. The providers we use for this mediation service are:

• **For overseas students who are on a student visa**

OVERSEAS STUDENT OMBUDSMAN

Phone: 1300 362 072

SMS: 0413 266 662

Email: ombudsman@ombudsman.gov.au

Website: www.oso.gov.au (please download the application form from this website)

Address: G.P.O.Box442, Canberra, ACT 2601

• **For domestic Australian students**

LEADR

Phone: 02 9251 3366

Email: leadr@leadr.info

Website: www.leadriama.org/

You may contact OVERSEAS STUDENT OMBUDSMAN or LEADR within 10 working days from the date of this letter if you wish to take your appeal further. This service is provided at no cost/minimal cost to you. During this time (and if you choose to make an appeal, while your appeal is being considered), your enrolment will be maintained. Ozford will contact OVERSEAS STUDENT OMBUDSMAN or LEADR after 10 working days about this matter. If you have not made an appeal to OVERSEAS STUDENT OMBUDSMAN or LEADR, Ozford will (list consequences – For eg: cancel your enrolment by notifying the Secretary via Provider Registration and International Students Management System (PRISMS)).

For international students, cancellation of Enrolment may affect your student visa, if you require more information as to how this action may affect your visa status, contact your local immigration office or phone the immigration helpline 131881.

Yours sincerely,

Head of Department