



Complaints and appeals policy and procedure

1. Purpose

- a. The purpose of Universal Education and Training Ltd complaints and appeals policy is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- b. The internal complaints and appeals processes are conciliatory and non legal.
- c. This policy and procedure must be included in the pre-enrolment pack prior to the student signing the application of enrolment and prior to acceptance of any course monies, and again within seven days after the student starts attending the course/s that the student has enrolled into.

2. Complaints against another student

- a. grievances brought by a student against another student will be dealt with under the RTO's behaviour policy

3. Informal complaints resolution

- a. In the first instance, Universal Education and Training Ltd requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b. Students should contact the student Registrar in the first instance to attempt mediation/informal resolution of the complaint.
- c. If the matter cannot be resolved through mediation, the matter will be referred to the Director of Studies and Universal Education and Training Ltd internal formal complaints and appeals handling procedure will be followed.

4. Formal complaints handling procedure

- a. The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b. The student must notify the RTO in writing of the nature and details of the complaint or appeal.
 - c. Written complaints and or appeals are to be lodged with the Director of Studies.
 - d. Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.
 - e. Internal complaints and appeals processes are available to students at no cost.
 - f. Each complainant has the opportunity to present his/her case to the student Registrar/Director of Studies.
 - g. Students may be accompanied and assisted by a support person as defined under section 6 (Definitions) of our policy and procedure to all relevant meetings. Meetings will be minuted and each party will be required to sign the minutes at the end of the meeting. A copy of the minutes from the meeting will be kept on our file and a copy on the students file.
 - h. The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the student Registrar/Director of Studies
 - i. Once the student Registrar/Director of Studies has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome and or action to be taken and a copy will be kept on our file and a copy will be kept on the students file.
 - j. If the grievance procedure finds favour of the student, Universal Education and Training Ltd will immediately implement the decision and any corrective and preventative action required.
 - k. Universal Education and Training Ltd undertakes to finalise all grievance procedures within 10 working days.
- 1 For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.
- c. Students may contact the Chief Executive of the Department of Education and the Arts, if the student is concerned about the conduct of our school; and



CRICOS provider 02962M
RTO provider 30173

- d. The Chief Executive may, under part 2, division 2 of the Education (Overseas Students) Act 1996, suspend or cancel the registration of a provider or course; and
- e. The dispute resolution process described in the policy does not prevent an overseas student from exercising their rights to other legal remedies.

5. External appeals process

- a. If the internal complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the internal complaints procedure, he/she will be informed of the external complaints and appeals process available to them at their own cost.
- b. In the case where a student's complaint or appeal is to be heard formally by an independent person(s) external to our organisation the student will have the opportunity to present their case. The independent person(s) will usually be:
- c. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland.
- d. The Brisbane Centre contact details: Level 1 Brisbane Magistrates Court, 363 George Street, Brisbane, Qld 4000. Telephone: +61 7 3239 6269, Fax: +61 7 3239 6284, website: www.justice.qld.gov.au/mediation/contacts.htm providers/students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.
- e. Nothing in the School's Dispute Resolution policy negates the right of any overseas student to pursue other legal remedies. E(OS) Reg 1998 Section 8 (3) (c).
- f. Include the Authority students can contact if they have concerns about a registered provider.
- g. If a student is concerned about the actions of the provider they may approach the State Registration Authority for CRICOS. In Queensland this is the Department of Education, Training and the Arts (DETA). The Director-General of DETA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to The Manager, CRICOS Registration, Office of Non-State Education, Queensland Department of Education, PO Box 15033, East City, QLD 4002. Complaints must be made in writing. E(OS) Reg 1988 Section 8 (3) (a) (b).
- h. If a student chooses to access the provider's complaints and appeals processes the registered provider must maintain the student's enrolment while the complaints process and appeals is ongoing. NC 8.1; 8.4. The Director of Studies will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- i. If the internal or external complaint handling or appeal process result in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required & advise the student of the outcome. NC 8.5.

6. Definitions

- a. Working day - any day other than a Saturday, Sunday or public holiday during term time
- b. Student - a student enrolled at Universal Education and Training Ltd or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c. Support person - a friend/teacher/relative not involved in the grievance (Please note that lawyers and education agents are not acceptable support persons at this stage of the complaints handling process).

Note: *the policy must be given to overseas students before a contract is entered into or before an amount has been paid, whichever happens first. The policy must be given to overseas students again within 7 days of them attending a course conducted by the registered provider. E(OS) Reg 1988 Section 8 (4) (a) (b).*