

Policy

1.0 Purpose

This policy provides the framework to give any learner the opportunity to put forward a complaint or appeal against any perceived unfair treatment or assessment, or any other grievance. It is available in a plain English version via the student handbook on the website and is also placed on noticeboards in classrooms.

It also ensures that students have a fair, inexpensive means of appealing decisions, procedural matters or any issues that directly relate to the successful completion of their course, or, for international relations, in relation to the conditions of their CoE.

2.0 Background

ICQA will provide an effective complaints and appeals policy as referenced in the National Code 2018 Standard 10. ICQA will ensure their domestic and international students have the right to natural justice protected through access to professional, timely, inexpensive and documented complaints handling and appeals processes.

National Code 2018 Standard 10: The registered provider must have and implement a documented internal complaint handling and appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy

3.0 Definitions

Complaint - A cause or reason for complaining; a grievance.

Appeal - Where a student is not satisfied with the outcome of an assessment, or wishes to dispute a ICQA decision, he/she may 'appeal' or question the decision. The assessment may be reviewed and possibly be changed if deemed necessary. In the case of more serious concerns, such as being reported to the Department of Home Affairs (DHA), the appeal may be upheld or rejected.

DHA - Department of Home Affairs

4.0 Policy

4.1 Context

It is in the interest of the college and the students to resolve any student grievances or disputes quickly and judiciously. In order to inform the students of the grievance processes, this policy will be made available on the ICQA website via the ICQA Student Handbook (in simplified language) and reiterated during the student's Orientation. It will also be available on request.

Questions relating to refunds, money or visas which are not able to be dealt with by the Student Contact Officer will be passed on immediately to the PEO. However, if the grievance is related to class work, the student's first stop will always be the classroom teacher. All student grievances will be dealt with in a timely and courteous manner. At all times, the student has the option of registering a formal complaint at reception.

5.0 Procedures

5.1 Appeals

Students have the right to appeal decisions they believe are unfair, whether educational or administrative in nature. If there is a dispute about an assessment or grade, the teacher will meet with the student to explain the reasons for the outcome. If, after this meeting, the issue is still unresolved, the teacher will seek a second opinion from another teacher, or the program coordinator, and will advise the student of the outcome.

Where a decision cannot be resolved satisfactorily through informal negotiation, the student can lodge a written appeal with the PEO or Academic Manager within twenty-eight days of being notified of the decision.

5.2 Appeals Timeframes

The ICQA appeal period for results is 28 calendar days from the return of the assessment item to the student. Where a student is not satisfied with the assessment outcome provided, they are required to put their appeal in writing to International College of Queensland Australia (ICQA) within 28 calendar days of the decision and to provide examples where possible.

ICQA will ensure that the re-assessment and determination occur within 28 Calendar days of receiving an appeals letter.

The ICQA appeal timeframes for attendance and course progress matters are outlined in 5.3 below.

5.3 Appeals Procedure – Assessment Results

ICQA will arrange for the assessment to be marked by a second teacher or assessor. The Academic Director (or their representative) will then review the two assessment results and make a determination.

ICQA will advise the learner of the determination (including reasons for the conclusion) in writing.

ICQA will maintain a log of all appeals received and the outcomes.

5.4 Appeals Procedure – Reporting to DHA (International Students only)

- If a student does not agree with a decision made by ICQA which results in the student being reported to DHA, they are informed of the following procedure via an attachment to their final warning letter. This policy is also available on the ICQA website.
- The student contacts ICQA Reception, who will make an appointment to speak to the Attendance Administrator or Academic Manager to discuss the appeal.
- At the appointment, the student has the opportunity to discuss their reasons for failing to meet course requirements and raise any concerns or ask any questions they may have. In addition, the Attendance Administrator or Academic Manager will explain any further stages in the appeals process.
- The student is asked to submit a letter of appeal that outlines all of the reasons why they believe they should not be reported to DHA. They are advised to attach any documentation to this letter that they believe will support their appeal.
- The student is advised that the appeal deadline is within 20 working days of the reception of their final warning letter. The Attendance Administrator, Academic Manager or PEO then reviews the appeal and makes a decision whether to accept or reject it as soon as practicable. A written decision will then be provided to the student in a timely manner.
- If their internal appeal is rejected and the student still disagrees with ICQA's decision, they are advised on how to make an external appeal (see 5.5).

5.5 External Appeals

Any student who requires independent advice or mediation can contact the Overseas Students Ombudsman or the Brisbane Counselling Centre (BCC).

Overseas Students Ombudsman contact details are:

Address: Level 22, 215 Adelaide Street, Brisbane QLD 4000

Phone: 1300 362 072

BCC's contact details are:

Address: Level 7, 87 Wickham Tce, Brisbane QLD 4000

Phone: +61 7 3831 4452

E-mail: admin@brisbanecounsellingcentre.com.au

5.6 Complaints Procedure

Complaints may be made over the telephone or in person (or by email). ICQA Staff will attempt to address these problems immediately. If this is not possible, the complainant will be asked to submit their complaint in writing using the required Complaints and Appeals form, which is available at Reception. Students are required to submit their complaint in writing after an unsuccessful attempt has been made to deal with the complaint over the telephone or in person. A copy of the letter of complaint is to be filed on the relevant learner's file. Alternatively, students have the right to formally present their case to the appropriate managerial agent, at no charge. At this meeting, students may elect to be accompanied and assisted by a support person of their own choosing. Afterwards, a written summary of the student's case will be drawn up and kept on his or her file.

All written complaints or summaries of formal presentations are to be logged in the Complaints Log. The log will include the following information:

- Date received.
- Brief description of complaint.
- Staff member dealing with the complaint.
- Date of response, solution or referral.
- Brief description of response, solution or referral (i.e. how the complaint was solved and the action taken).
- Evidence present in student admin file (note from telephone conversation, copy of letter of complaint etc)

5.7 Timelines

- A response, solution or referral in writing will be completed within 28 calendar days of the appeal.
- Where ICQA considers more than 28 calendar days is required to process and finalise the complaint then ICQA:
 - informs the student in writing, including reasons why more than 28 calendar days are required; and
 - regularly updates the student on the progress of the complaint.
- commence assessment of the complaint or appeal within 10 working days of it being made in accordance with the registered provider's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable
- advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost

5.8 Outcomes

The complainant will be given a written statement of the outcomes, including the reasons for the decision.

A summary of the complaints received, and the actions taken is to be presented and discussed at relevant departmental team meetings by the PEO or Academic Manager.

Any complaints which have led to a change in policy, procedure or other aspect of the college are to be recorded in the relevant department's Continuous Improvement Log.

6.0 Forms

- R 0106 Complaints & Appeals Register v1
- R 0107 Continuous Improvement Register v1

7.0 References

[SRTO 2015 Standard 6.1-6.6](#)
[National Code 2018 Standard 10](#)
[ELICOS Standards 2018](#)

Version history

Date	Version	Author	Status	Reviewers
28/1/2023	V5	JKB	WIP	