# Outsource Services

# Complaints and Appeals - Policy and Procedure No.1

# COMPLAINTS AND APPEALS

**Policy**

Students have the right, as set down in our Student Handbook, to submit any complaints or appeals to Outsource Services on academic decisions, procedural matters or any issues that directly relate to the successful completion of their course.

Outsource Services supports the student’s right to lodge any complaint or appeal, and will not restrict that right in any way. Outsource Services will do everything possible to address any complaint or appeal in an unbiased, professional manner. (A student advocate maybe present at any meetings during the complaint and appeal process)

This Policy is designed to encourage confidential resolution of complaints and appeals with a minimum of delay and formality for any student who believes that she or he has been unfairly treated and has an issue with Outsource Services.

**Purpose**

The purpose of this policy and procedure is to ensure that complaints and appeals are resolved appropriately.

**Scope**

This policy and procedure applies to all staff of Outsource Services. This includes all trainers, assessors and operations staff working in partnership with Outsource Services, Trainer/assessor staff in particularly should have a clear understanding of this policy and procedure so that they can ensure students are aware of this process.

**Procedure**

**Definitions:**

Complaints and appeals may include, but are not limited to, academic matters, discrimination, complaints related to access and conditions, and complaints related to teaching or support services or provision of Company facilities.

1. Students who are dissatisfied with any academic decisions, or procedural issues should submit in writing their complaint or appeal to the Coordinator within fifteen working (15) days of the issue or the assessment.
2. The Coordinator will conduct an investigation within fifteen working (15) days, assess the situation and take appropriate action to resolve the situation. The complaint will be recorded on the Complaints and Appeals Register, and a copy of the complaint or appeal will be filed together with the register.
3. If the complaint is related to instruction or assessment, the Coordinator will arrange a meeting with the trainer/assessor and the student to discuss the issue.
4. Complaints relating to fellow students will be handled in the same way, with a meeting between the students involved and Coordinator.
5. If any complaint or appeal is not resolved in the above manner, the person making the complaint or appeal should document their issue in writing to the Coordinator.
6. In the event of a complaint or appeal against Outsource Services, staff or fellow student involving an alleged breach of civil or criminal law, the student should contact the Coordinator, and if not resolved, should be referred to the appropriate authority, government department or independent arbiter.
7. Should the person making the complaint or appeal not be satisfied with the decision, a process for resolution will be undertaken by the student and Outsource Services.
8. The VET complaints hotline can also be accessed by the student at any time by contacting the relevant state training authority contact details can be found <http://www.dest.gov.au>
9. In the case of the use of an independent arbiter, mutual agreement is to be reached between Outsource Services and the relevant student regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.
10. Where students wish to use an external consultant who is not approved by Outsource Services they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.
11. Upon resolution of the issue, the outcome of the complaint or appeal stating the reasons for the decision will be provided in writing to the person making the complaint or appeal. A copy of the appeal or complaint, together with a copy of the outcome supplied will be kept in Outsource Service’s records.

**References**

**Complaints /Appeals Register – Form 1.1**

**Student Handbook – Form 2.1**

**Staff Handbook – Form 3.1**