

# COMPLAINTS AND APPEALS POLICY

## POLICY OUTLINE

Qii is committed to providing quality education to all our students. All complaints and every appeal brought to Qii's attention will be treated as an extremely important matter. Qii will ensure that all complaints and appeals are dealt with professionally and in a fair and equitable manner. Communication between Qii and our students is essential, and it is important that students approach us if they have any questions or concerns. Prior to lodging a complaint or appeal, students are strongly encouraged to read the appropriate policy relating to the particular issue or complaint they may have. Qii will always provide our students with an opportunity to present their cases for complaint or appeal to us at minimal or no cost to the student.

A student may feel the need to raise a complaint when they are dissatisfied with an aspect of the services provided by Qii or a third party providing services on Qii's behalf. For example, a student may complain if he or she believes that they have been treated unfairly by a member of staff, or that their educational provider has not correctly adhered to their guidelines and codes of conduct. Further, a student may wish to lodge an appeal when he or she is not satisfied with a decision that has been made by Qii. Appeals may include, but are not limited to:

- Being refused admission to a course;
- Course fees and due dates;
- Assessment decisions;
- Course or provider transfers;
- Being reported for failure to meet course progress requirements;
- Cancellation of enrolment.

If a student has a complaint or wishes to make an appeal they may access the following process to address their concerns.

## COMPLAINTS: INFORMAL STAGE

At the initial stage of any complaint, the student should immediately communicate directly to the relevant first person of Qii staff. For example, if a student believes they have been treated unfairly in class, the student should first approach their Trainer to discuss their concerns. If the student is uncomfortable with discussing the issue with their Trainer, they may choose to approach staff at the reception area and speak with Student Services.

If the student is still dissatisfied with the response of their informal complaint, they may initiate a formal complaint to Qii.

## COMPLAINTS: FORMAL STAGE

Students wishing to access the Qii formal complaints and appeals process must first access the informal complaints and appeals process. Should this informal process prove unable to resolve the issues at hand, the student may proceed to the formal complaint process. All formal complaints must be made in writing using the **Complaints and Appeals Form**, which must be submitted to Qii Student Services at the College reception. A record of any complaint will be retained and recorded by Qii. A copy of the Qii Complaints and Appeals Form, students may be obtained from our website ([www.qii.qld.edu.au/student-services/Forms-Policies.html](http://www.qii.qld.edu.au/student-services/Forms-Policies.html)) or from our Student Services staff, located at the reception area. The Qii complaints and appeals processes may be accessed by Qii students free of charge.

The formal complaint or appeal will be directed to the member of Qii staff judged to be most suitable to manage the case. This member of staff shall also act as a point of contact for the student. This member of Qii staff must not be involved (or have previously been involved) in the complaint or appeal at hand. The complaint or appeal will be assessed by this person together with a selected panel of staff / persons, including but not necessarily limited to:

- The Principal Executive Officer (PEO)
- Members of Qii's teaching staff
- Members of Qii's Student Services staff
- An independent third party

## COMPLAINTS PROCEDURE

Upon receipt of the formal complaint or appeal, the managing staff member will make all reasonable efforts to investigate, resolve and put appropriate corrective/preventive action in place within seven (7) working days from receipt of the written complaint or appeal.

If a student accesses Qii's complaints and appeals processes, the student will remain enrolled as a Qii student while the complaints and appeals process is ongoing.

The student will be given an opportunity to present their case for complaint to the panel. The student may choose one person to accompany them to this meeting as a support person. If applicable, the relevant staff member involved in the complaint and appeal will also be given an opportunity to present their case to the panel. This staff member may also choose one person to accompany them to this meeting as a support person. The complaints panel will then discuss and assess the complaint in order to attempt to reach as objective and fair a decision as possible and practicable. The member of staff managing the complaint will then communicate the panel's decision, in writing, to all parties within five (5) working days of making its decision. The complaints and appeals process may take up to twenty (20) working days to complete.

## APPEALS PROCEDURE

If the student is dissatisfied with Qii's response to and decision regarding their complaint, the student may appeal Qii's decision. Again, this must be done in writing using the **Complaints and Appeals Form**.

Upon receipt of the appeal, the managing staff member will make all reasonable efforts to investigate, resolve and to ensure all appropriate corrective/preventive action/s are in place, within seven (7) working days from receipt of the appeal. The member of staff managing the appeal will then communicate the outcome of the student's appeal, in writing, to all parties within five (5) working days of the decision being made.

The appeals process may take up to twenty (20) working days to complete.

If at this point the student remains unsatisfied with the decisions made by Qii, or if the matter at hand is unable to be addressed internally, the student may initiate an appeal to the Overseas Student Ombudsman (OSO): [www.oso.gov.au](http://www.oso.gov.au), phone 1300 362 072, or Queensland Ombudsman, <http://www.ombudsman.qld.gov.au>. Students may also contact ASQA: [www.asqa.gov.au](http://www.asqa.gov.au), or phone 1300 701 801. While Qii refers to students to external agencies free of charge, students must personally and wholly bear the cost of any fees levied by external agencies.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, Qii will immediately implement any decision and/or corrective and preventative action required, and advise the student of the outcome.

Qii's complaints and appeals policy does not negate the right of any student including overseas student to pursue legal remedies. All decisions will be communicated in writing to relevant parties, all correspondence and documentation will be kept in the student file. Student's accessing our Complaints and Appeals process are still considered a current student of Qii and must ensure that during this period that they still meet their course requirements.

**International students:** Please note those government departments such as DIBP and the Department of Education, who have a regulatory role overseeing International Student Education services, do NOT have a complaints management role.

## VERSION CONTROL

VERSION: 1.6	DATE APPROVED: 16/02/2016	APPROVED BY: Jasmine Haynes	POSITION: Compliance & BD Manager
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