

Complaints and Appeal Policy

Purpose

As a Registered Training Organisation (RTO) Group Training Northern Territory ISTA is committed to developing and maintaining an effective, timely, fair, and equitable complaints and appeals handling system based on the principles of natural justice and procedural fairness. Refer: *Standard 6* of the **Standards for Registered Training Organisations (RTOs) 2015**. Standard 10 of the ESOS National Code

This policy and its associated documents are made available to our students and staff through publication on our website at skillsandtraining.com.au.

As part of continuous improvement, we identify potential causes of complaints and appeals and take appropriate corrective action to resolve the complaint as well as eliminate or mitigate the likelihood of reoccurrence.

For the purposes of communicating to our administration and education staff, this policy and the associated **Complaints and Appeals Handling Procedure** form part of our staff induction process.

This policy relates to the following:

Privacy and Personal Information Policy
Complaints and Appeals Handling Procedure.

This policy relates to the following legislation:

Standard 6 of the Standards for Registered Training Organisations (RTOs) 2015.
Standard 10 of the ESOS National Code

We aim to:

- work within a culture that views any complaint as an opportunity for improvement.
- set in place a complaints system that is client focussed, enhances our internal and external customer experience, and helps to prevent complaints from reoccurring.
- ensure any complaint is resolved confidentially where appropriate, promptly, objectively and with sensitivity.
- ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised.
- ensure that any complaint is treated with a consistent approach allowing for relevant policies and procedures.
- securely maintain records of all complaints and appeals and their outcomes.

A complaint or appeal can be defined as a person's expression of dissatisfaction with any aspect of our services and activities, including both academic and non-academic matters, such as: What is a complaint?

ISTA responds to all allegations involving the conduct of:

- ISTA, its trainers and assessors and other staff.
- Any third-party providing Services on behalf of ISTA and including education agents.
- Any student or client of ISTA

Complaints may be made in relation to any of ISTA's services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training/teaching and assessment provided.
- training/teaching and assessment matters, including student progress, student support and assessment requirements.
- the way someone has been treated.
- the actions of another student

A complaint may be received by ISTA in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

This policy and its associated procedure are designed to ensure that we acknowledge and respond effectively to individual cases of dissatisfaction. Where we consider more than 60 calendar days are required to process and finalise a complaint or appeal, we will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and will update the complainant or appellant in writing on the progress of the matter.

Policy Coverage

This policy is designed to cover all complainants including:

- students who are eligible for and access State/Territory or Commonwealth funding
- full fee-paying students.
- International Students

In relation to non-academic complaints, the term "complainant" applies to both current and prospective students.

Complainants can also access the [Complaints and Appeals Handling Procedure](#) which is available on our website skillsandtraining.com.au.

Before an Issue Becomes a Formal Complaint or Appeal

You are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. We have staff available to assist with resolution of issues at this level. You may raise an informal complaint by contacting the trainer, the International Administration Officer, local manager of the person or service to which the complaint relates. Call us on +61 8 8980 0600 to contact any of our managers or staff.

Please note that it is not mandatory for you to raise a complaint informally however we encourage this, as it can often result in a satisfactory resolution quickly and without activating the formal [Complaints and Appeals Handling Procedure](#).

Raising a Complaint or Appeal

Should you wish to raise a complaint of an academic or non-academic nature, you should utilise the [Complaints and Appeals Handling Procedure](#).

Complaints of an academic nature include issues relating to your progress, assessment, curriculum, and awards in a VET course of study.

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Complaints of a non-academic nature cover all other matters including complaints in relation to personal information that we hold in relation to you.

Independent Appeal

In the event you are not satisfied with the result, you are entitled to seek independent review. Details of organisations independent to us are detailed in the [Complaints and Appeals Handling Procedure](#).

The Overseas Student Ombudsman (OSO)

Where an international student complaint is unable to be resolved, the matter may be referred to the Overseas Students Ombudsman.

The Overseas Students Ombudsman is the body that investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent, and impartial.

The Overseas Students Ombudsman:

- investigates complaints about problems that overseas students have with private education.
- and training in Australia
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively.
- considers, free of charge, external appeals under Standard 10 of the National Code.
- The Overseas Students Ombudsman may not be able to investigate your complaint if you have not.
- already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

The complaints and appeals processes do not remove the right of the student to act under Australia's consumer protection laws.