



STUDENT COMPLAINTS AND APPEALS POLICY

Macallan College is the trading name of Macallan College Pty Ltd

RTO No: 41030 | CRICOS 03468F | ABN: 36 165 356 141

Reference: Student Complaints and Appeals Policy

Version: V1.5

Date: November 2022

Status: Published

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Macallan College Campuses:

Adelaide Campus:

Level 10, 50 Grenfell Street, Adelaide 5000 SA

Brisbane Campus:

151 Wellington Rd, East Brisbane 4169 QLD

Perth Campus:

Level 3, 440 William Street, Perth 6000 WA

Sydney Campus:

Level 1, 11 Parkes St, Harris Park, 2150 NSW

Richmond Campus (Regional NSW):

104 Ham Street, South Windsor 2756 NSW

DOCUMENT CONTROL

Version History

Version	Date	Details
V1.0	March 2019	Policy defined and outlined under new Management
V1.1	August 2019	Adding information of additional campus.
V1.2	November 2020	Minor Edits and update on format and designs.
V1.3	June 2021	Minor Edits and update to National Office and Business Campus addresses.
V1.4	October 2022	Minor Edits, update to National Office details for Complaints, Addition of Richmond Campus
V1.5	November 2022	Additional detail to support person

Review Process:

This policy shall be reviewed annually in compliance with the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015 and Australian Qualifications Framework (AQF Framework);

and the Education Services for Overseas Students (ESOS) Framework including but not limited to: The Education Services for Overseas Students Act 2000 (ESOS Act 2000), Education Services for Overseas Students Regulations 2019 (ESOS Reg 2019) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code 2018); and all other applicable State and Commonwealth legislation.

Next Review Due: November 2023.

Contents

Responsibility and Authority.....	5
Policy Statement	5
Principles Underpinning This Policy Include:	5
Procedure.....	7
Complaints and Grievances about Academic Matters	7
Informal resolution with a Trainer.....	7
Referral to the Campus Manager.....	7
Informal Complaints	7
Formal Complaints.....	7
Referral to Macallan College National Office.....	9
Appeals Regarding Non-Academic/Administrative and Other Issues.....	10
Informal Resolution with the Student Support Officer / International Liaison Officer	10
Reference to the College Campus Manager.....	10
Referral to Macallan College National Office.....	11

Responsibility and Authority

The CEO of Macallan College (the College) shall define the Complaints and Appeals Policy and ensure the policy is developed, distributed, reviewed, maintained, understood, and implemented throughout the College Campuses.

Policy Statement

The College shall provide processes for handling grievances (grievances/complaints) to resolve disputes brought by prospective, enrolled and former overseas students regarding academic and non-academic matters.

Grievance means a statement of concern by a student that:

- a) Has been reported by the student to a member of the College or the College; and
- b) Requires action or a response under the policies or regulations of the College.

General feedback and comment from students about administration, academic programs and services will not be treated by the College as a grievance, unless action or a response is required under the policies or regulations of the College.

Whenever possible, grievances will be handled at College Campus level. However, should these internal processes not resolve the matter, provision is made for external independent grievance handling/dispute resolution at minimal or no cost to the complainant.

Outcomes of the grievance will be provided to the student in writing, recorded and placed in the student's file and recorded on the College Campus Complaints Register.

Information contained in this policy statement must be given to students before an agreement is entered into or before any fees are paid, whichever occurs first, and within seven (7) days of starting an award course at the College.

Principles Underpinning This Policy Include:

- a) Actions within the process will be undertaken in a timely manner and timelines for responses will be specified at each stage of the process
- b) Students / staff partaking in the process, may include a nominee / support person if so desired, at any point of the process. Support person details (name, relationship and contact details) must be advised to the Campus Manager / Meeting Organiser, on confirmation of attendance.
- c) The process will be as simple as possible and easily accessible to students
- d) The process will not victimise or discriminate against any student or respondent
- e) As part of the process, reasons and full explanations will be given for decisions and actions

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National Office: Level 1, 155 Wellington Rd, East Brisbane 4169 QLD

Campus Locations

Adelaide | Brisbane | Perth | Richmond | Sydney

Version 1.5 | November 2022 Page 5 of 11

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- f) Appropriate records of the handling of a grievance/complaint will be kept in the student's file and recorded in the College Campus Complaints Register, and treated as confidential, with appropriate access available to involved parties

Any required arrangements for external independent grievance handling/dispute resolution will be inexpensive to the student.

All staff involved in a complaint or appeal, have a duty to observe the principles of procedural fairness (natural justice).

If a student chooses to access the College complaints and appeals process, his or her enrolment is maintained with the College while the complaints and appeals process is ongoing.

If the outcome of a student's appeal through internal or external complaints and appeals handling process is favourable to the student, the College will immediately advise the student of this and implement any decision and/or corrective and preventive action required.

Macallan College will not report the overseas student through Provider Registration and International Student Management System (PRISMS) for unsatisfactory course progress or attendance until the overseas student has accessed the internal and external complaints handling and appeals process, and the decision or recommendation supports Macallan College.

*However Macallan College can report an overseas student for unsatisfactory course progress or attendance in PRISMS after:

- The Internal and External Complaints Processes have been completed and the breach has been upheld;
 - The Overseas Student has chosen not to access the internal complaints and appeals process within the 20 working day period;
 - The Overseas Student has chosen not to access the external complaints and appeals process;
- Or
- The Overseas Student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

Nothing in the College's policies and procedures negate the right of any student (Australian or overseas students) to take action under Australia's consumer protection laws in the case of financial disputes. This Dispute Resolution Policy does not circumscribe the student's right to pursue other legal remedies.

Advocacy

A student and/or the College may nominate an advocate to accompany, represent, and support them at any stage of the internal complaint and grievance processes, or external independent processes to resolve problems.

Procedure

Complaints and Grievances about Academic Matters

Informal resolution with a Trainer

Students concerned about an academic matter (including but not limited to training delivery and assessment, and the quality of the teaching) in a unit of study should initially discuss the issue informally with the relevant trainer.

The trainer should deal with the issue promptly, giving a full explanation to the student and offering her or him a possible solution. All information given will be recorded, provided to the Campus Manager to review, and placed in the student's file and the Campus Complaint Register.

If the student's concerns are not resolved by this means, the trainer should: Explain the next step in the procedure, set out below; and give the student a copy of this policy & the Complaints and Appeals Form

Referral to the Campus Manager

If the student's concerns cannot be resolved by the relevant trainer, or because of a failure to follow procedures, the student may then choose to approach the Campus Manager. The student may approach the Campus Manager on an informal basis, or make the complaint formal by putting the grievance in writing, specifying the nature of the complaint and the grounds for their appeal.

The student should do either of these things within 15 working days of the outcome of discussion with the trainer.

Informal Complaints

If the student chooses to approach the Campus Manager informally, this does not preclude later lodgement of the grievance formally in writing to the Campus Manager. Notes must be kept of all complaints formal or informal.

The Campus Manager should deal with informal complaints promptly, giving a full explanation to the student of the reasons for the academic decision and offering her or him a possible solution.

Formal Complaints

All parties should be given a copy of the current policy and procedure along with applicable forms in the first instance, via email to ensure there is evidence of receipt.

The Campus Manager (CM) must acknowledge receipt of a formal complaint in writing within five (5) working days of receipt.

The Campus Manager must start the process to resolve the complaint within 10 working days of receiving the complaint. To resolve the issue, the Campus Manager should first discuss with the relevant trainer and the student separately, in an attempt to find an acceptable solution for all parties. The requested outcomes / solution/s should be noted from the first interview and worked toward during the process, where possible.

Following investigation of the matter, Campus Manager will advise the student in writing of his or her decision:

Setting out the reasons:

- a) advising that if the student does not agree with the decision, then the student has the right of formal appeal to the National Office of Macallan College via email on headoffice@macallan.edu.au.
- b) The CEO of the College will participate in the review by National Office; and
- c) ensure all policies and forms have been provided to the student
- d) All information given will be recorded and placed in the student's file and the College Complaint Electronic Folder

Referral to Macallan College National Office

If the student's concerns cannot be resolved by the Campus Manager, or because of a failure to follow procedures, the student may formally approach the Macallan National Office and CEO of the College by putting the complaint in writing and lodging it within 15 working days of receipt of the written response by the Campus Manager to:

headoffice@macallan.edu.au

Again, the nature of the complaint and the grounds for appeal should be detailed. Along with outcomes/ expectations the student seeks to resolve the complaint.

The National Office must acknowledge receipt of the formal complaint in writing within five (5) working days of receipt and start the process to resolve the complaint within ten (10) working days of receiving the complaint. If the complaint relates to the mark for an intra-semester assessment, National Office /the CEO may appoint an independent assessor who will re-mark the assessment script under dispute. A fee may be charged if the student had been awarded a pass mark for the assessment script under dispute.

Following investigation of the matter, National Office will advise the student in writing of the decision:

- a) Setting out the reasons;
- b) if the complaint relates to the mark on an intra-semester assessment, advising that the decision is final;
- c) on other academic matters, advising that if the student does not agree with the decision, then the student has the right of formal appeal to an independent external agency; and
- d) Ensure the student has received copies of all relevant policies and forms
- e) All information given will be recorded and placed in the students 's file and the College Complaint Register

Appeals Regarding Non-Academic/Administrative and Other Issues

Non-academic/administrative issues are not limited to, but include, matters related to fees, withdrawals, Macallan College's education agent or related third party Macallan College engages with etc., and other issues students may consider are interfering with the progress of their studies.

Informal Resolution with the Student Support Officer / International Liaison Officer

In the first instance, a student who is concerned about a non-academic decision made or action taken by any staff of the College, should discuss their grievance with the Student Support / International Liaison Officer. The Student Support / International Liaison Officer will promptly notify the student of any action taken or any decision made by them in relation to the grievance.

If, following the notification from the Student Support / International Liaison Officer, the student's grievance is not resolved to their satisfaction; the student should seek advice from the Student Support / International Liaison Officer who will advise the student to whom the student may next address their grievance. If the matter relates to the College policy or regulations, the student should address the College Campus Manager. The Student Support / International Liaison Officer must give the student a copy of this policy and all applicable forms and advice to the student on how to complete them

Reference to the College Campus Manager

If the student's concerns relate to the College policy or regulations and have not been resolved by the Student Support / International Liaison Officer, or because of a failure to follow procedures, the student may then choose to formally approach the Campus Manager of the College. The student should put the complaint in writing to the College Campus Manager within 15 working days of the outcome of discussions with the International Liaison Officer, specifying the nature of the complaint and the grounds for their appeal.

The College Campus Manager must acknowledge receipt of a formal complaint in writing within five (5) working days of receipt, and start the process to resolve the complaint within 10 working days of receiving the complaint.

Following investigation of the matter, the College Campus Manager will advise the student in writing of his or her decision:

- a) Setting out the reasons;
- b) Advising that if the student does not agree with the decision, then the student has the right

- of formal appeal to Macallan National Office via headoffice@macallan.edu.au
- c) Ensure the student has been given copies of all applicable policies and forms via email.
 - d) All information given will be recorded and placed in the student's file and the College Complaint Folder

Referral to Macallan College National Office

If the student's concerns cannot be resolved by the College Campus Manager, or because of failure to follow procedures, the student may only formally approach the National Office by putting the complaint in writing and lodging it within 15 working days of receipt of the written response by the College Campus Manager. Again, the nature of the complaint and the grounds for appeal should be detailed.

National Office must acknowledge receipt of the formal complaint in writing within five (5) working days of receipt and must begin to resolve the complaint within ten (10) working days of receiving the complaint.

Following investigation of the matter, National Office / CEO will advise the student in writing of the decision:

- a) Setting out the reasons;
- b) advising that if the student does not agree with the decision, then the student has the right of formal appeal to an independent external agency; and
- c) Ensure the student has been given all relevant policies and forms