



POLICY: COMPLAINTS AND APPEALS

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REVIEW PROCESS:	Academic Manager / Principal		
DOCUMENT MANAGEMENT:	U:/Policies and Procedures		
Policy context: This policy relates to:			
REGULATIONS /STANDARDS			

1. REGULATIONS

- a. HESF 2015: 2.4
- b. ESOS: Standard 10
- c. SRTO 2015: 6.1 – 6.5

2. POLICY INFORMATION:

2.1 Introduction:

IIBT is committed to ensuring that all student and prospective student complaints and appeals are dealt with in a professional, fair, and transparent manner, with impartiality and procedural fairness and at no cost to the complainant or appellant.

- Attempts will be made to resolve complaints informally and through internal appeals wherever possible.
- Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints and appeals process.
- During the complaints/appeals resolution process, the complainant or appellant's enrolment is maintained and not at risk.
- The complainant/appellant, at all times, has the right to seek independent external advice.
- All formal complaints and appeals must be submitted on the Complaints form or the Appeals form and completed and signed by the complainant/appellant.
- Complainants/appellants may be accompanied and assisted by their nominated support person at any relevant meetings.



- Records of complaints and appeals will be kept for at least five years.
- All records associated with complaints and appeals will be handled in strict confidence while still allowing parties to the complaint appropriate access to records.
- Staff will be familiarised with the Complaints and Appeals policy and procedures at induction and via the Staff Handbook. The Campus Manager will ensure that all staff are aware of, trained in and compliant with these procedures at all times.

2.2 Policy Scope:

This policy applies to all enrolled students.

2.3 Procedures:

All students are given information about IIBT's Complaints and Appeals Policy and Procedures during orientation, in the Student Handbook and on the IIBT website.

The Institute recognises that differences can arise from time to time and it thus has a fair and equitable process for dealing with complaints and appeals. The Institute will response to any complaint or appeal student makes regarding their dealing with the institute, or their education agents, and ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process and that the complaints and appeals policy is publicly available.

The quick settlement of these matters is in the best interest of all parties concerned and the following policies and procedures are in place to ensure that this happens:

1. Each student complaint should be dealt firstly by - if possible - the person to whom the complaint is addressed and the person who has first dealt with the complaint should provide the student with a receipt of acknowledgement stating that the complaint has been received
2. If the resolution provided does not satisfy the student, then he/she should obtain a Student Complaints and Appeals Form from the Student Welfare Officer.
3. The student should write down their complaint and the person who has first dealt with the complaint should provide the student with a receipt of acknowledgement and should record any decision they have made and the response of the student to that decision and any other information deemed important.
4. The form is then passed to the person mentioned in Step 2 of the chart called Complaints, & Appeals Procedures (detailed in the Student Handbook) for a resolution. The decision made is to be recorded on the Student Complaints & Appeals Form and conveyed to the student.
5. IIBT will advise the complainant of the outcome in writing within 10 working days from the receipt of the complaint, including detailed reasons for the outcome.
6. If the student *is satisfied*, then he/she is to sign-off the form agreeing to the resolution. A copy is made of the signed-off form and given to the student and the original retained in the student's file.
7. If the student *is not satisfied*, then the student is informed that the matter will be referred to the Student Appeals Committee (SAC). The student must be informed of the nature of this committee. The PEO sets a date for hearing the appeal and the committee is formed. The SAC comprises the PEO and the Financial Management Accountant (or another staff member)
8. The student is informed of the date of the appeal and their right to address the committee.
9. The committee may call upon any member of staff who has been part of the process to provide any necessary information to assist the committee make its decision.
10. The outcome of the appeal is to be given to the student in writing. The student is also informed of any remaining avenues of action such as mediation.
11. The decision made by the SAC is recorded and filed in the Complaints & Appeals File.



12. Where the Institute considers more than 60 calendar days are required to process and finalise the complaint or appeal, the Institute will:
- Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - Regularly update the complainant or appellant on the progress of the matter.

COMPLAINTS & APPEALS PROCEDURES

If you have a complaint or an appeal about your studies, fees or any other matter, the College has procedures to resolve these problems:

ISSUE	Step 1	Step 2	Step 3	Step 4
	Whom do I talk to?	Who takes over from there?	Where do I go if I'm still not happy?	Do I have any other options?
Academic Issue* : (a question or problem about your class or studies, including further studies at the Institute or another institution)	Your Trainer/ Course Coordinator	The PEO	Student Appeals Committee	Independent mediator
Fees / Application for Refund (a question about the payment of course fees or an application for a refund)	Receptionist/ Accounts Officer	The PEO	Student Appeals Committee	Independent mediator
Welfare / Personal Issue (a question about your accommodation, health or safety, or concerns about bullying, abuse or other mistreatment)	Receptionist/ Admin Manager	The PEO	Student Appeals Committee	Independent mediator

*All assessment appeals must be in writing on the Appeals Form and must be received by International Institute of Business and Technology within the students' course enrolment dates. No appeals are accepted after the course enrolment end date.

The Complaints Procedure

1. If you are not satisfied by Step 1 above, a standard *Student Complaints & Appeals Form* will be given to you to complete.
2. The PEO will ensure the form is entered correctly and will attempt to resolve the problem and provide reasons for the decision. If you are not satisfied at this stage, your complaint/grievance/appeal will be referred to the Student Appeals Committee.
3. The Institute has procedures to ensure that all complaints /appeals are dealt with in a constructive and timely manner.

The Student Appeal Committee (SAC)

The SAC comprises the PEO and another staff member. Students can present their case directly to this committee at no cost and they will be given a written statement of the outcome and the reasons for the decision reached. Students have the right to be represented by a nominee of your choice. Students can bring a friend or support person.



Still have a problem?

If you are still dissatisfied with the outcome of your complaint /appeal, you have other avenues of appeal against the decisions made so far:

If the issue involves fees, you can seek help from the following organisation:

Department of Fair Trading

Telephone: (02) 9895 0111

Independent Mediator/External Complaints

You may choose to use the services of an independent mediator to resolve the problem. The mediator will most likely charge a service fee. You should inquire about current fees when you contact the mediator. Independent mediation options could be:

You may contact the Overseas Student Ombudsman on 1300 362 072 or go to

<http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>

Please remember that the Institute is committed to delivering quality education. If you are experiencing any difficulties whatsoever during your program of study, you should not hesitate to discuss your concerns with the relevant staff member or the PEO. Staff will make themselves available at a mutually convenient time if you wish to seek assistance outside Institute office hours. At any stage of the process, you can also nominate another person to talk to a The Institute staff member directly on your behalf.

2.4 Definitions:

Appeal – a request to review a decision or outcome relating to any aspect of a student’s results, condition of enrolment or academic progress.

Complaint – an expression of dissatisfaction with the quality or delivery of service, policy or procedure, or the conduct of another person.

Plaintiff – a person lodging a complaint or appeal.

Grievance – A formal complaint raised by the student or employee to IIBT.

External Complaints – complaints made to an external organisation about the outcome of a complaint/appeal submitted to IIBT and or the process by which it was managed.

Internal Complaints – complaints made to IIBT relating to academic or non-academic matters.

Respondent – a person or entity responding to a complaint.

END OF DOCUMENT
