



STUDENT GRIEVANCE COMPLAINT PROCESS

DATE REVIEWED:	25 September 2025	DATE OF NEXT REVIEW:	25 September 2027
REVIEWED BY:	Principal Executive Officer	REVIEW FREQUENCY:	Two years
AUTHORISED BY:	Chief Executive Officer	VERSION:	3.0
RESPONSIBLE FOR REVIEW:	Academic Manager / Deputy Principal		
REVIEW PROCESS:	Academic Manager /Deputy Principal		

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. IIBT officials try to resolve complaints informally and through internal appeals, try to complainants and respondents will not be subject to discrimination or harassment resulting from the complaints and appeals process, and the complainant or appellant's enrolment is maintained and not at risk. IIBT handles all the complaints and appeals with strict confidence.

2. Student Grievances, Complaints and Appeals:

The Institute recognises that differences can arise from time to time. We have a fair and equitable process for dealing with complaints, grievances and appeals. The quick settlement of these matters is in the best interest of all parties concerned at minimal or no cost to the student and the following policies and procedures are in place to ensure that this happens.

- The Institute will response to any complaint or appeal student makes regarding their dealing with the institute, or their education agents,
- The Institute ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
- The Institute ensures that the complaints and appeals policy are publicly available.
- If the student chooses to access the Institute's complaints and appeals processes the Institute will maintain the student's enrolment while the complaints and appeals process is ongoing.
- If the internal or any external complaint handling or appeal process results in a decision that supports the student, the Institute will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.

The grievance procedure

ISSUE	Step 1 Whom do I talk to?	Step 2 Who takes over from there?	Step 3 Where do I go if I'm still not happy?	Step 4 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.

If you are not satisfied by Step 1 above, a Student Appeals Form will be given to you to complete. The PEO will ensure that your Student Appeals Form is entered correctly and will attempt to resolve the problem and provide reasons for the decision. This will involve a meeting with you - at no cost to you - within 10 working days of the lodgement of your form. You can bring a friend or support person to help you if you like. The result of your meeting will be recorded in writing, and you will be given a copy.

If you are not satisfied at this stage, your complaint/grievance/appeal will be referred to the Student Appeals Committee.

The Student Appeals 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?

You have other avenues of appeal against the decision made if you are still dissatisfied with the outcome of your complaint / grievance / appeal.

If you wish to lodge an external appeal or complain about the decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.

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 the Institute staff member directly on your behalf.

The complete Student Grievances, Complaints and Appeals Policy and Procedures can be found in Appendix 1.

2. Current Trends of Student Grievances and Sexual harassment

Over the last two years, IIBT has not experienced any sort of student complaints and grievances. Also, no sexual harassment is recorded as from the 'O'-day, IIBT warns strictly about sexual harassment.



APPENDIX 1: STUDENT GRIEVANCES, COMPLAINTS AND APPEALS POLICY AND PROCEDURES

Part A: Policy

1. Policy Statement

- The Institute recognises that differences can arise from time to time and it thus has a fair and equitable process for dealing with complaints, grievances and appeals at a minimal or no cost to the student. The quick settlement of these matters is in the best interest of all parties concerned.
- The Institute ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. The Institute ensures that the complaints and appeals policy are publicly available.
- 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
- In accordance with the requirements of the National Code, this policy details the process by which students' grievances, complaints and appeals will be addressed by the Institute.

2. Scope

- a. This policy relates to students, staff and independent mediators.

3. Policy Content

- a. First-level grievance/complaint/appeal (discussion)
 - i. Each student grievance/complaint/appeal should be handled firstly by the person to whom it is addressed (where possible).
 - ii. If the resolution provided does not satisfy the student, then he/she should obtain a Student Appeal/Complaint Form from the reception or download from the Institute's website.
- b. Second-level grievance/complaint/appeal (submission of Student Appeal/Complaint Form)
 - i. Student completes the Student Appeal/Complaint Form.
 - ii. The person who has first dealt with the complaint should record any decision they have made, the response of the student to that decision and any other information deemed important.
 - iii. The completed Student Appeals Form is submitted to the PEO, who reviews it.
 - iv. Within 10 working days of the lodgement of the Student Appeal/Complaint Form, the student will be invited for an appointment to discuss the complaint or appeal with the PEO.
 - v. The appointment outcome will be recorded on the Student Appeal/Complaint Form and signed by the PEO and the student. 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.
 - vi. If the student is not satisfied, he/she is informed that the matter will be referred to the Student Appeals Committee (SAC).
- c. Third-level grievance/complaint/appeal (Convention of SAC)
 - i. The SAC comprises the PEO and another the Institute staff member
 - ii. The PEO sets a date for hearing the appeal and convenes the SAC.
 - iii. The student is informed of the date of the appeal and their right to address the SAC and bring a friend if they wish.
 - iv. The SAC 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.



- v. The decision made by the SAC is recorded and filed in the Complaints/Grievances/ Appeals File.
- vi. If the student is not satisfied, there are other avenues of appeal against the decision made if you are still dissatisfied with the outcome of your complaint / grievance / appeal. If the student wishes to lodge an external appeal or complain about the decision, the student can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
Please note that at any stage the student is able to be accompanied by a support person.
- d. Compassionate and compelling circumstances
 - i. If a student is submitting an appeal on the grounds of compassionate and/or compelling circumstances, he/she must submit evidence to support the claim. This evidence is reviewed by the Institute in the decision-making process.
 - ii. Compassionate or compelling circumstances are generally those beyond the control of the Student and they have an impact on the student's capacity and/or ability to progress through the course.

Part B: Procedures

- 1. Overview
 - a. In this section: Information relating to overall administrative and procedural requirements necessary for the implementation of the policy.
- 2. Procedures
 - a. First-level grievance/complaint/appeal (discussion)
 - i. Each student grievance/complaint/appeal should be handled firstly by the person to whom it is addressed (where possible).
 - 1. The student should discuss the matter with the relevant person.
 - 2. Where the relevant person is another student, the complainant may request the presence of an Institute staff member to moderate the discussion.
 - ii. If the resolution does not satisfy the student, then he/she should obtain a Student Appeal/Complaint Form from the reception or download from the Institute's website
 - b. Second-level grievance/complaint/appeal (submission of Student Appeal/Complaint Form)
 - i. Student completes the Student Appeal/Complaint Form to point #1.
 - ii. The person who has first dealt with the complaint should record any decision they have made, the response of the student to that decision and any other information deemed important.
 - iii. The completed Student Appeal/Complaint Form is submitted to the PEO.
 - iv. The PEO reviews the completed Student Appeal/Complaint Form.
 - v. Within 10 working days of the lodgement of the Student Appeal/Complaint Form, the student will be invited for an appointment to discuss the appeal with the PEO.
 - 1. The student can bring a friend if desired.
 - vi. The appointment outcome will be recorded at point #2 on the Student Appeal/Complaint Form and signed by the PEO and the student.
 - 1. The student will be given a copy.
 - vii. 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.
 - c. Third-level grievance/complaint/appeal (Convention of SAC)



- i. The SAC comprises the PEO, another staff member of the Institute and an outside independent expert, ideally with experience in education.
 - ii. The PEO sets a date for hearing the appeal and convenes the SAC.
 - 1. The student is informed in writing of:
 - a. The date of the appeal
 - b. The student's right to address the SAC
 - c. The student's right to bring a friend if they wish
 - iii. The SAC 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.
 - iv. 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 or the Department of Fair Trading (if appropriate).
 - v. The decision made by the SAC is recorded and filed in the Complaints/Grievances/Appeals File. A copy is given to the student.
- d. Compassionate and compelling circumstances
- i. If a student is submitting an appeal on the grounds of compassionate and/or compelling circumstances, he/she must submit evidence to support the claim.
 - 1. This evidence is reviewed by the Institute in the decision-making process.
 - ii. Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through the course. These could include, but are not limited to:
 - 1. Serious illness or injury, where a medical or psychiatric certificate states that the student was unable to attend classes
 - 2. Bereavement of close family members (where possible, a death certificate should be provided)
 - 3. Major political upheaval or natural disaster in the home country requiring emergency travel
 - 4. A traumatic experience that has had an impact on the student (these cases should be supported by police or psychiatric reports).
 - a. Traumatic experiences include, but are not limited to:
 - i. Involvement in or witnessing of an accident
 - ii. A crime having been committed against the student
 - iii. The student having been a witness to a crime
 - iii. Medical and psychiatric certificates
 - 1. To be considered valid evidence, medical and psychiatric certificates must:
 - a. Be issued by a registered clinician (doctor, RN, psychologist, psychiatrist, etc.)
 - b. State that the student was unable to attend classes
 - c. State the length of time the student will be unfit for class
 - d. Include the clinician's contact details
 - e. Be translated into English if not written in English
- e. List any related forms/documents/materials.
- i. Student Appeal Form
 - ii. Student Complaint Form

END OF DOCUMENT

