

## International Student Complaints and Appeals Policy

### Purpose:

The Eagle Academy Complaints and Appeals policy complies with the requirements of the Standard 6 for Registered Training Organisations, and the National Code. Reviewed and in effect from 12 February 2015.

The Eagle Academy will endeavour to deal with any grievance or appeal in a manner as expediently as possible, with the aim for outcomes that are fully understood and beneficial to all parties.

Students unsatisfied with the final result or handling of the Academy internal appeals processes may access an external appeals process which is independent and impartial.

This policy applies to all complaints and appeals submitted by international students undertaking study within The Eagle Academy scope. A separate document exists for Australian students. This policy covers complaints relating to allegations involving the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a third party providing services on the RTO's behalf including agents, its trainers, assessors or other staff; or
- c) a learner of the RTO.

This policy also covers Appeals against decisions made, whether they be by an Eagle Academy staff member, or a third party training organisation offering training or assessment on our behalf. This includes assessment results or outcomes. All cases are treated confidentially in respect to the privacy of students. Collection, use and disclosure of information from individuals under the Privacy Act 1988 will comply with the National Privacy Principles.

The principles of Natural justice and procedural fairness are very important to us, so you can be very sure your complaint/ appeal will be considered in a very professional and deservingly respectful manner.

### The Procedure for Complaints and Appeals (Grievance) is the same:

1. If your concern is of minor nature, discuss the matter with your trainer or Campus Manager. They may be able to help you to resolve your grievance amicably through discussion.
2. If you are unable to resolve the grievance you may ask to consult a counsellor. You may request for this to be confidential, or you could request the counsellor to take the matter further on your behalf. This initial consultation is at NO COST to you.
3. In more serious, formal or unresolved complaints, complete the 'Complaint/Appeals' form which is available on request from any staff member, and located on the download page of our website <http://eagleacademy.com.au/downloads/>. Submit it to a Manager. You may also complain/appeal in the form of a signed and dated letter providing all relevant information.
  - Then, your appeal process will begin within 10 working days from the date you lodged your complaint or appeal and supporting information. If you have not yet presented your case you will be invited to do so at no cost. Your complaint/ appeal will be considered by at least two senior staff, and will not involve any staff subject to the original decision, although they (the original decision maker) will be required to present their case, just as you given that opportunity.
  - A written response will be issued to you within 10 working days, on completion of the matter outlining reasons for decisions made, and further appeal options available to you. A copy is kept on file of all such complaints, and their outcomes.
  - If your appeal is denied you will have 10 working days to access external appeal options and provide proof of an external appeal. If no evidence of an external appeal is received within 10 working days, the relevant action will be taken (e.g. enrolment cancellation).

You may nominate a support person to accompany you at any stage of the dispute resolution process.

**If you are not happy with the outcome, you may wish to seek an independent (External) review.**

## External Appeals:

If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Student Ombudsman. The Overseas Student 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 [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

Please note, the Academy does not have to wait for the outcome of an external appeal before notifying the Department of Education of the change to the student's enrolment status.

### NOTE:

- Nothing in the Academy's Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies
- If a student is concerned about the actions of the provider they may approach the ASQA. The ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration is proved.
- If the internal or external complaint handling or appeal process result in a decision that supports the student, The Eagle Academy will immediately implement any decision and/or corrective and preventative measure required and advise the student of the outcome.
- While the Internal and External (if required) complaint or Appeal is being addressed and processed the student enrolment will be maintained. If it is likely to take more than 60 days, we will inform you as to why, and keep you up to date with any progress.
- All complaints/appeals are kept securely on file.
- It is our desire to have a happy learning environment that is professional and fair at all times. Complaints and appeals are discussed at Management level to lessen the likelihood of reoccurrence.

# Complaints / Appeals / Suggestions Form

This may be given to the CEO or Campus Manager.

Only those grievances named and signed will go through the official complaints procedure (see 'Complaint/Appeals' procedure located on the download page of our website <http://eagleacademy.com.au/downloads/>)

**Student Name:**

**Course Title:**

**Grievance/Appeal/Suggestion** (attach pages if needed):

**Desired Outcome:**

**Student Signature:**

**Date:**

## OFFICE USE ONLY

**CEO/Manager Action or Comment:**

**CEO/Manager signature:**

**Date:**