



## Student Complaint and Appeal Policy

<b>Policy Category</b>	Academic
<b>Policy Code</b>	ACA-HE-03
<b>Policy owner</b>	Principal
<b>Responsible Officer</b>	Principal
<b>Approving authority</b>	Academic Board
<b>Contact Officer</b>	Head of Academic Support and Student Services
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<b>Review Period</b>	3 years
<b>Version</b>	2022.1
<b>Related Documents</b>	Student Complaint and Appeal Procedure Assessment Request for Review Form Management of Personal Information Policy Notice of Appeal Form Records Management Policy Student Admission Policy Assessment Appeal Policy Assessment Appeal Procedure Student Complaint Application Form Student Handbook
<b>HESF (Threshold Standards) 2021</b>	Standard 2.4.1; 2.4.2; 2.4.3; 2.4.4; 2.4.5

### 1. Purpose

This Policy and the associated Procedure are designed to ensure that the Australian Institute of Higher Education ('the Institute') responds effectively in the event of student dissatisfaction.

### 2. Principles

The key principles informing this Policy are the Institute's commitment to the following:

- Developing a culture that views complaints as an opportunity to improve the organisation and how it works;
- Setting in place a complaint handling system that is client focussed and helps the Institute prevent complaints from recurring;
- Ensuring that any complaints are resolved promptly, objectively, with sensitivity and in complete confidentiality;
- Ensuring that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised; and
- Ensuring that there is a consistent response to complaints.

### 3. **Context**

The Institute is committed to developing and maintaining an effective, timely, fair and equitable complaint handling system which is easily accessible and offered to complainants at no charge.

### 4. **Scope**

This Policy applies to all students and relevant staff at the Institute.

### 5. **Definitions**

See the AIH Glossary of Terms for definitions.

### 6. **Policy Details**

#### **6.1 Making a Complaint**

Students (or persons seeking to enrol with the Institute) who wish to make a complaint should follow the process set out in the Student Complaint and Appeal Procedure. The Institute will respond to any complaint or appeal the student makes regarding his/her dealings with the Institute, the Institute's education agents or any related party the Institute has an arrangement with to deliver the student's course or related services.

Before making a complaint, students (or persons seeking to enrol with the Institute) are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned.

Students requesting a review of an assessment should refer to the Assessment Appeal Policy prior to utilising the steps outlined in the Student Complaint and Appeal Procedure.

#### **6.2 Lodging an Appeal**

Students (or persons seeking to enrol with the Institute) wishing to lodge an Appeal should follow the process set out in the Student Complaint and Appeal Procedure.

Legislation

This Policy complies with Higher Education Standards Framework standard 2.4 (Student Grievances and Complaints), which specifies that:

- Current and prospective students have access to mechanisms that are capable of resolving grievances about any aspect of their experience with the higher education provider, its agents or related parties.
- There are policies and processes that deliver timely resolution of formal complaints and appeals against academic and administrative decisions without charge or at reasonable cost to students, and these are applied consistently, fairly and without reprisal.

- Institutional complaints-handling and appeals processes for formal complaints include provision for confidentiality, independent professional advice, advocacy and other support for the complainant or appellant, and provision for review by an appropriate independent third party if internal processes fail to resolve a grievance.
- Decisions about formal complaints and appeals are recorded and the student concerned is informed in writing of the outcome and the reasons, and of further avenues of appeal where they exist and where the student could benefit.
- If a formal complaint or appeal is upheld, any action required is initiated promptly.

## 7. Version Control

This Policy has been endorsed by the Australia Institute of Higher Education Academic Board as at May 2022 and is reviewed every 3 years. The Policy is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

<b>Change and Version Control</b>				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
2016-2	Registrar	Updated template.	6 July 2016	6 August 2016
2017-1	Ms. McCoy	Restructured document; added box to beginning Renamed policy	22 February 2017	6 March 2017
2019.1	Principal	Updated the policy owner and responsible officer from Executive Dean to Principal, and Registrar to Head of Academic Support and Student Services	18 November 2019	19 November 2019
2021.1	CEO/Principal	Update to be in line with standard 10.4; amendment to Flowchart to fix errors (spelling and 10 days should be 20 days re Appeal process)	9 April 2021	9 April 2021
2022-1	Registrar	Updated Higher Education Standards Framework [Threshold Standard] 2021	25 May 2022	25 May 2025