INSTITUTE OF MANAGEMENT AND TRADE
RTO No: 45905 Cricos Provider no: 04052M

COMPLAINTS AND APPEALS POLICY

Purpose

To provide a framework available to students to submit a complaint/grievance or an appeal and to define the procedure that Institute of Management and Trade follows to resolve the complaint/grievance or appeal.

Under the Standards for Registered Training Organisations 2015 (the Standards) relevant to Standard 6 requires RTOs to have a publicly available complaints and appeals policy. Allowing learners to easily engage with your staff about their concerns can stop minor issues becoming larger and provide valuable feedback that can be used to improve your services.

Scope

This policy applies to all students and staff of Institute of Management and Trade.

Policy

Institute of Management and Trade (IOMT) ensures that students have ready access to a robust and fair complaints and appeals process. These processes are independent, easily and immediately accessible, and inexpensive for the parties involved. This policy establishes the rules under which IOMT must act in response to a student complaint or appeal against a decision made by IOMT.

- IOMT will ensure that students have a clear understanding of the steps involved in the procedure by providing procedural information on the IOMT website and in the student Written Agreement and by explaining the process on the orientation.
- All students submitting a complaint or appeal must be treated fairly, professionally, transparently and without repercussion for making such a complaint or appeal.
- The processing of a complaint or appeal must commence within 10 days of it being received by IOMT.
- Students should ideally attempt to resolve a complaint informally prior to lodging a formal complaint.
- In all cases where a formal complaint or grievance is made, IOMT will provide a response to the student.
- In all cases where an outcome has been reached, IOMT will inform the student (in writing) of the outcome of the appeal that clearly explains the reasons for that outcome. IOMT will retain copies of all such written communications, outcomes and reasoning.
- All students attending an appeal panel review are entitled to be accompanied by a support person of their choice.
- In situations where a student's internal appeal has been rejected, the student will be informed of the options available to them outside those offered by IOMT, if they wish to escalate the complaint or appeal beyond the IOMT processes. IOMT will inform students of their options for external appeal within 10 working days of making a decision.
- In a situation where an appeal (internal or external) is upheld, IOMT will immediately action that outcome and advise the student of the outcome and any follow up action.
- IOMT will ensure corrective action is taken in response to any complaint or appeal to mitigate any reoccurrence that may lead to similar complaints and appeals being lodged in the future.

- IOMT will collect the data about complaints and appeals and record the data in the Complaint Register.
- This data will include action taken to address the root cause of complaints, the follow-up and the outcome of the complaints/appeals. Evidence of complaints and appeals will be saved in the Complaints and Appeals folder, as well as the minutes of staff meetings at which actions arising from complaints were agreed and other relevant documentation. The folder will be managed by the Director of Studies/CEO and placed in a secure place.
- Complaints and appeals may be made in regards with but not limited the following issues:
    - Enrolment process
    - Education agents
    - Campus facilities and resources (including the kitchen resources)
    - Training
    - Staff
    - Academic results
    - Course progress
    - Discrimination, harassment and bullying
    - Fees and refunds
    - Other students of IOMT
    - Any other party directly or indirectly related to IOMT.

PROCEDURE

Complaints

1. Students are encouraged to raise matters of concern informally with their trainers, Student Support Officers (SSO)or the Director of Studies via email or face to face. All informal complaints will be attended within 48 hours of receipt of the complaint. The communication of any informal complaints will not be kept on the student file, unless requested to do so by the student.
2. If the complaint cannot be resolved informally, the student may lodge a formal complaint using the Complaints and Appeals Form, available on the IOMT website and the campus reception.
3. The student must send the completed Complaints and Appeals Form to complaints@iomt.edu.au
4. All complaints will be handled professionally and confidentially. All IOMT staff members ensure that they comply with the Privacy Policy
5. The SSO/Director of Studies will handle all formal complaints. If the complaint is in respect to the SSO, the RTO manager will handle. If the complaint is in respect to the RTO Manager, the CEO will handle the complaint.
6. The complaints assessment process will commence within 10 working days of the IOMT receipt of the completed Complaints and Appeals Form. The complaint will be resolved fairly and equitably, and at the earliest possible time (no later than 20 working days).

7. The complainant/appellant will be given an opportunity to formally represent his/her case at no cost. The complainant/appellant can be accompanied or assisted by a support person during the meeting.

8. The outcome of the complaint, including the reasons for the outcome, will be provided in writing to the student within 5 business days of a decision being made. The student will be advised that they have the rights to appeal.

9. In case the RTO Manager failed to draw a conclusion on a complaint within 45 days, the reason must be sent to student in writing. The student must be updated regularly with the progress of the assessment.

10. Where a complaint cannot be resolved through the internal procedure, IOMT will give appropriate information to proceed with the Training Ombudsman whose role is to investigate official concerns, complaints and disputes raised by interested parties and stakeholders regarding the actions of a registered education and training provider.

11. If there is any matter arising from a student complaint that is a systemic issue, which requires improvement action, the complaint will be reported to the CEO as part of the continuous improvement process.

Appeals

1. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by IOMT.

2. All appeals will be handled by an Appeal Committee consisting of at least 3 members. The Chair will be appointed by the CEO. The panel will be comprised of:

   - The Administration Manager
   - A trainer representative
   - A welfare counsellor/Student support officer

   The panel decision should be unanimous and where there is a disagreement, the case will be escalated to the RTO Manager or the CEO to help resolve the case.

3. All appeals must be lodged by submitting the completed Complaints and Appeals Form to complaints@iomt.edu.au

4. A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determine, the appeal assessment must commence within 10 working days of the receipt of the appeal.

5. A maximum time of 45 days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.

6. The RTO Manager will send the outcome of the appeal to student in writing within 5 days from the date of the final decision. The letter will be archived in the student file as well as recorded in the Complaints and Appeals Register.

7. If the student is not satisfied with the appeal outcome, they will be advised in writing about their rights to access external complaints handling and appeal process at with the Ombudsman. The details of the ombudsman will be detailed in the letter. Following are the details of ombudsman:

Organisation:	Overseas Student Ombudsman (http://www.ombudsman.gov.au/)
Contact point:	Online Complaint Form: Web Form Submission (ombudsman.gov.au) Call: 1300 362 072 (within Australia) Outside Australia call +61 2 6276 0111. Enquiries 9 am to 5 pm Monday to Friday (AEDT) Postal: GPO Box 442 Canberra ACT 2601. Melbourne Office: Level 6, 34 Queen Street, Melbourne VIC 3000

8. In any circumstances, where IOMT is informed that the international student has accessed external appeals processes, the college will maintain a student's enrolment until the external appeal process is finalised.

9. There are no further avenues within IOMT for appeals after an internal appeal has been completed.

If the internal or external complaints handling or appeal process results in the decision or recommendation in the favour of the student, IOMT will immediately implement the decision or recommendation and take the preventive or corrective action/s required by the decision and advise the student of that action.

Definitions

Complaint	A statement that something is unsatisfactory or unacceptable.
Appeal	Make a request for a reversal/change of a decision.
Training Ombudsman	Independent and impartial third-party, appointed to investigate com-plaints.
Quorum	The minimum number of members at a meeting that must be present for the proceedings of the meeting to be valid.

Version control and accountability table

Policy owner		**Compliance Manager**		
Responsible Officer		**RTO Manager**		
Approved by		**CEO**		
Version	**Authorised by**	**Brief description of change**	**Date approved**	**Effective date**
1.0	L Blefari	Policy development	4/1/2024	4/1/2024