

## Complaints and Appeals Policy and Procedures

### Overview

Perth College of Beauty Therapy is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic grievance handling procedure for all students.

This policy complies with standard 6 of the Standards for registered Training Organisations (RTO'S) 2015 and standard 8 of the National code 2007.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

### Definition

A **complaint** can be defined as an expression of dissatisfaction, by any person, with any aspect of the college services and activities, such as:

- the enrolment or induction process;
- the quality of education provided;
- an assessment decision
- handling of personal information and access to personal records;
- the way someone has been treated.

If a complainant is not satisfied by the process or outcome of their complaint they may lodge an **appeal**. The process for this is identified below.

### Responsibility

The RTO Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation.

### Before an issue becomes a formal grievance

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. Perth College of Beauty Therapy has an 'open door' approach to student engagements and encourage students to raise an informal grievance directly with their trainer, their class monitor or they may contact the RTO Manager in person, by phoning 9361 3111 or by email: [admin@perthcollege.com.au](mailto:admin@perthcollege.com.au)

Please note that it is not mandatory for Complainants to raise a grievance informally.

### Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by Perth College of Beauty Therapy are:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.

- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept by the college. These records will be kept strictly confidential and stored in the student's file located in the College office until the end of their enrolment, thereafter in archives at Perth College of Beauty Therapy. The Complainant shall have appropriate access to these records. The college also maintains a secure complaints register, where written records are kept for the purpose of quality improvement.
- A Complainant shall have access to this grievance procedure without charge. Costs for an external appeal will be shared equally by Perth College of Beauty Therapy and the Complainant.

#### Stage One – formal complaint

Formal grievances should be submitted in writing to the RTO Manager at Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979.

The RTO Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 14 business days.

The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

#### Stage Two – internal appeal

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with The CEO of Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979.

The Complainant's appeal will be determined by The CEO of Perth College of Beauty Therapy (the Reviewer)

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 14 business days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

#### Stage Three – external appeal

##### **Domestic students:**

If the Complainant is not satisfied with the outcome of their appeal and they are a domestic student then an independent mediator will be sourced by Perth College of Beauty Therapy through LEADR, the Association of Dispute Resolvers. Complainants may request that their grievance is referred to the independent mediator by writing to the CEO at Perth College of Beauty Therapy, PO Box 501, Victoria Park WA 6979

Costs of such mediation will be covered by Perth College of Beauty Therapy.

##### **Overseas students:**

If the Complainant is dissatisfied with the outcome of their appeal and they are an overseas student then they may lodge an external appeal by contacting 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 training provider. Refer to the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

#### **Remedial Action:**

Perth College of Beauty Therapy will give due consideration to any recommendations arising from the external review within 14 business days.

Perth College of Beauty Therapy will take action to implement any recommendations to mitigate against a repeat of the complaint.

#### **Further action**

If the Complainant remains unsatisfied with the outcome of the mediation, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

#### **Enrolment status**

Where a current student chooses to access this policy and procedure, Perth College of Beauty Therapy will maintain that person's enrolment while the grievance handling process is ongoing.

#### **Publication**

This *Complaints and Appeals Policy and Procedure* will be made available to Students enrolled with Perth College of Beauty Therapy through publication on the website [www.perthcollege.com.au](http://www.perthcollege.com.au) and in the Student Handbook issued in hard copy to all enrolling students.