

# Student Complaints and Appeals Policy and Procedure

## 1. Introduction

This document outlines CCEB's policy and procedure for handling student complaints and appeals. It is to be used in conjunction with CCEB's Complaints and Appeals Process (flow chart).

## 2. Policy

- 2.1 All students are able to access CCEB's internal complaints handling and appeals process.
- 2.2 CCEB will handle complaints and appeals in a professional, fair and transparent manner.
- 2.3 CCEB has a 2 stage internal complaints and appeals process, informal and formal.
- 2.4 If a matter cannot be resolved informally, including if student does not receive any response regarding a resolution within 20 working days, students have the right to lodge a formal complaint or appeal in writing with CCEB by completing and submitting the Student Complaints/ Appeals Form.
- 2.5 CCEB will respond to any complaint or appeal a student makes about the college or any agent or related party CCEB engages with.
- 2.6 CCEB must begin assessing a complaint or appeal within 10 working days of a student lodging it.
- 2.7 CCEB will ensure the student has an opportunity to present their case, at a minimal or no cost, and be accompanied and assisted by a support person if necessary.
- 2.8 CCEB must provide the student with a written statement of the outcome of the appeal or formal complaint, including the reasons for the decision within 20 working days, and will keep a written record on the student's file.
- 2.9 If a student's appeal relates to a decision to cancel the student's enrolment, CCEB must wait for the internal complaints process to be completed before proceeding with a cancellation. Students must access the internal complaints process by submitting a completed Student Complaints/ Appeals Form within 20 working days of the notification of intention to cancel being issued to the student.
- 2.10 If an appeal relates to a decision to cancel an overseas student's enrolment due to unsatisfactory course progress, attendance or unpaid fees, CCEB must not report through PRISMS until the student has been given the opportunity to access the internal and external complaints and appeals process, and the decision to cancel is upheld.
- 2.11 Students have the right to access an external complaint handling and appeals process at minimal or no cost. CCEB will remind students of this right within 10 working days after an unsuccessful internal formal complaint or appeal.
- 2.12 CCEB may be required to produce information or documents relevant to an external investigation as requested by the Ombudsman. By accessing the external complaint handling and appeals process, the student consents to the disclosure of such personal information by CCEB.
- 2.13 Students have access to the view the Complaints and Appeals process, including contact details of the Ombudsman, via the CCEB website and is available to all students before they enrol.

## 3. Procedures

### 3.1 Stage 1 – Informal internal

- 3.1.1 As a first step, students are encouraged to talk directly to the person to whom the complaint relates to try and resolve the issue.

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3.1.2 If the previous step (3.1.1) is not possible, or the issue is not resolved within 20 working days, students should talk to their Teacher/ Trainer or other staff member depending on what the issue relates to.

- Academic matters concerning learning, class level, teaching, course content, assessment issues etc – Teacher/ Trainer.
- Administration matters concerning course enrolments, fees, CCEB agents, CCEB arranged accommodation – CCEB Administration staff (Reception can direct the student to the relevant person).
- Personal/ welfare matters – CCEB Administration staff (Reception can direct the student to the relevant person).

3.1.3 If an academic matter is not resolved after talking to the Teacher/ Trainer, ELICOS students should then talk to the Director of Studies and VET students should talk to the VET Training Manager.

3.1.4 Students should continue to attend classes throughout this process.

3.1.5 CCEB staff will record notes relating to the issue and possible resolution in the student management system.

## 3.2 Stage 2 – Formal internal

3.2.1 Students must only access the formal internal stage after attempting to solve the issue informally following stage 1 (as per 3.1) or where they are appealing a decision of the College.

3.2.2 Students must lodge a formal complaint or appeal by completing and submitting the Student Complaints/ Appeals Form. This is available on the CCEB website or from Reception or should be attached to any Intention to Cancel letter.

3.2.3 The student should provide as many details as possible on the Student Complaints/ Appeals Form and attach any relevant supporting documents.

3.2.4 The Student Complaints/ Appeals Form must be submitted to the Principal Administrator. It can be submitted via Reception or Reception can provide the email address of the Principal Administrator.

3.2.5 CCEB will begin assessing a complaint or appeal within 10 working days of the receiving the completed Complaints/ Appeals Form.

3.2.6 If a complaint is made concerning another person, that other person will be given the opportunity to provide a formal response.

3.2.7 If deemed necessary by the Principal Administrator, CCEB will invite the student to a meeting where the student can provide more information or clarify any issues. The student may invite another person to accompany and support them to the meeting.

3.2.8 Once the complaint or appeal has been investigated by CCEB, a formal response will be provided to the student in writing, no later than 20 working days. This response will include reasons for the outcome/ decision. A copy of this written statement will be kept on the student's file, including on the student management system. If the student enrolment came through a CCEB agent, the agent may be informed of the complaint/ appeal outcome if necessary.

3.2.9 If an appeal relates to a decision to cancel a student's enrolment due to unsatisfactory course progress, attendance or unpaid fees, and CCEB decides to uphold the decision to cancel, the student will be given the opportunity to access an external complaints and appeals process. If the student

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does not wish to pursue this, the enrolment will then be cancelled. If the enrolment of an overseas student is cancelled, this will include the cancellation of CoEs in PRISMS.

## 3.3 Formal external

3.3.1 If a student is not satisfied with the outcome of an internal complaints handling and appeal process, they can contact the Overseas Student Ombudsman (for Overseas Students), VET Student Loans Ombudsman (for VET Student Loans Students) or another external body. In most cases, the purpose of the external appeal process is to consider whether the college has followed its policies and procedures, rather than make a decision in place of the college.

3.3.2 When an external appeals process has been completed, each party must be issued a written notice of the decision with reasons for the decision. CCEB will immediately implement the decision, recommendations and/or take the corrective actions required by the external body. The student will be informed of this outcome.

## 4. Definitions

- a) College – CCEB
- b) Student – All students enrolled at CCEB
- c) Overseas Student – Any student who holds a student visa as defined by the ESOS Act (Education Services for Overseas Students Act 2000)
- d) Staff – All workers and contractors of CCEB
- e) Teacher – CCEB ELICOS course Teacher
- f) Trainer – CCEB VET course Trainer
- g) PRISMS – Provider Registration and International Student Management System
- h) CoE – Certificate of Enrolment
- i) VET Student Loans – an income contingent loan program to assist eligible vocational education and training students to pay their tuition fees for selected courses

## 5. Relevant Legislation

<b>Commonwealth</b>	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 10) Education Services for Overseas Students Act 2000 VET Student Loans Act 2016 VET Student Loans Rules 2016
<b>Queensland</b>	-

## 6. Related Documents

<b>Letters/ forms</b>	Student Complaints/ Appeals Form Intention to Cancel Enrolment – Unsatisfactory Course Progress Intention to Cancel Enrolment – Unsatisfactory Course Attendance
<b>Policies/ procedures</b>	Complaints and Appeals Process VET Course Progress Policy and Procedure Student Attendance Policy and Procedure
<b>Other documents</b>	Pre-departure Booklet – Student Handbook

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## Document History

Version	Version release date	Author	Description of change	Date for next review
Dispute resolution/ Complaints and appeals	Sep 2010		Original document	
Student Complaints and Appeals Policy and Procedure v2	Aug 2021	H. Pearce (Admin Coordinator)	Full update in accordance with Standard 10 of The National Code 2018	May 2024
Student Complaints and Appeals Policy and Procedure v3	Sep 2021	H. Pearce (Admin Coordinator)	Update to include VET Student Loans	Nov 2024
Student Complaints and Appeals Policy and Procedure v4	Nov 2021	H. Pearce (Admin Coordinator)	Update to include timeframe for response	Nov 2024