

# Complaints and Appeals Policy

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## **PURPOSE**

*The purpose of this policy is to inform all ARC Institute of Business employees, students and any person with whom ARC Institute of Business has a third-party arrangement with how a complaint/appeal can be made and how it will be dealt with. This policy has been developed to ensure access to an effective and fair complaints resolution and appeals process.*

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## **SCOPE**

*The policy applies to all ARC Institute of Business employees and students*

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## **1.0 INTRODUCTION**

ARC Institute of Business prides itself on the delivery of quality education and training services and offers help, support and assistance to all students during and after their learning whilst maintaining the highest levels of integrity, responsibility, flexibility and fairness.

ARC Institute of Business regards a complaint as an expression of dissatisfaction about our organisation, our staff, our partners, our contracted service providers, other students, third parties engaged by ARC Institute of Business or anyone else acting on our behalf. A complaint may be made by a person to whom we deliver services or who is affected by our services.

ARC Institute of Business provides an environment where the views of students and others affected by our actions are valued and appreciated.

The ARC Institute of Business Complaints and Appeals Process will be publicly available always.

## **2.0 POLICY STATEMENT**

Any complaint or notice of appeal received by ARC Institute of Business is treated seriously and dealt with fairly, promptly, effectively and privately in accordance with *Standard 6 of the Standards for Registered Training Organisations 2015*. They will follow the principles of natural justice and procedural fairness. This involves ensuring that all parties involved in a complaint have the right to be heard free of any bias before any final decision is made, and that decisions are made based on the investigation of evidence provided.

The process for making a complaint or appeal is clear and easy for all parties to follow.

A record of all complaints received will be retained, monitored and reviewed to prevent their recurrence and to improve ARC Institute of Business's operations.

## **3.0 POLICY PRINCIPLES**

3.1 ARC Institute of Business is committed to the early resolution of complaints and appeals in a manner that is fair and impartial to all parties involved

3.2 All representatives of ARC Institute of Business will exercise professionalism and confidentiality in relation to any discussions about problems or concerns to achieve a satisfactory resolution that is fair and equitable to all parties

- 3.3 Where possible, informal attempts shall be made to resolve all general complaints, including advice, discussions and general mediation involving ARC Institute of Business staff or other relevant persons in relation to the issue.
- 3.4 Should resolution not be obtained following informal attempts, students are encouraged to register a formal complaint with ARC Institute of Business in writing following the guidelines set out in the Student Handbook.
- 3.5 All parties involved in the complaint may be accompanied or assisted by a support person at any relevant meetings.
- 3.6 ARC Institute of Business documents and maintains appropriate records of all formal complaints and appeals received.
- 3.7 A record of all formal complaints and/or appeals and their outcomes are recorded on the complaints and appeals register. Any hard copy documentation is kept in the Complaints/Appeals Folder maintained by the CEO.
- 3.8 If a complaint or appeal process results in a decision that supports a student or other third party, corrective and preventive measures will be implemented as soon as practicable to improve the operations of ARC Institute of Business and outcomes monitored as part of Continuous Improvement.

## 4.0 COMPLAINTS

- 4.1 In the first instance, the individual who feels they have a grievance should approach the person(s) directly involved to discuss the matter, seek advice or support informally from other appropriate persons at ARC Institute of Business. Resolution via an informal process should be completed within a two-week timeframe.
- 4.2 Should resolution not be obtained following informal attempts, the person is encouraged to register a formal complaint in writing to ARC Institute of Business management, identifying the nature of the complaint and providing any evidence or other documentation relevant to the complaint
- 4.3 All formally submitted complaints or appeals are to be addressed directly to ARC Institute of Business management. Complaints are to include the following information:
  - *Submission date of complaint*
  - *Name of complainant*
  - *Nature of complaint*
  - *Date of the event which led to the complaint*
  - *Attachments (if applicable)*

Any formal complaints received will be acknowledged in writing as received by ARC Institute of Business and then will be reviewed and actioned by either the CEO of ARC Institute of Business or a person nominated by the CEO. This person will be independent of the complaint being made

- 4.4 Upon receipt of the complaint, ARC Institute of Business management will, within 10 days of receiving the written notice, review the details of the complaint and proceed as follows:
  - *Verify that all required processes have been undertaken in relation to the nature of the complaint*

- *Seek additional information from appropriate staff*
- *Ensure that all persons involved in the complaint are made aware of the issue and are provided with the opportunity to present their case prior to a decision being made*
- *If appropriate, arrange a meeting with the complainant to discuss their grievance and attempt to seek resolution where appropriate*
- *Document all correspondence and record on ARC Institute of Business's complaints and appeals register*

4.5 ARC Institute of Business management will liaise directly with the complainant and will notify the complainant, in writing, of the outcome of their complaint, including reasons for the decision, within the 10 days of receiving the written notice

- *Every effort is made by ARC Institute of Business to achieve a satisfactory outcome by conciliation.*
- *All complaints received will be monitored and reviewed to prevent their recurrence and to improve ARC Institute of Business's operations.*

**Where ARC Institute of Business believes that resolution of the complaint will take longer than 60 calendar days, we will ensure that the complainant is informed of the delay, the reasons why and that they are regularly updated on the progress of the issue.**

#### 4.6 **THIRD PARTY COMPLAINTS**

Should a student wish to make a complaint around the actions or conduct of a third party engaged by ARC Institute of Business to undertake marketing, training or any other duty, they are encouraged to contact ARC Institute of Business directly and then follow the procedure for making a complaint as outlined in the Student handbook which is publically available on the website.

If the complaint is found to be substantiated, the third party will be dealt with as per their contract held with ARC Institute of Business.

## 5.0 APPEALS

5.1 Within the complaint notification and outcome letter, the student will be notified of their right of appeal. This process is also available via the Student Handbook and on the ARC website. To appeal a decision, ARC Institute of Business must receive within 30 days, in writing, the reason and grounds of the appeal as per the ARC Institute of Business appeals process.

5.2 If an appeal is lodged, at this point, an outside party may be engaged to review the complaint and communicate with the relevant parties to reach a satisfactory outcome. Any costs charged by the outside party will be borne by the complainant unless otherwise agreed with ARC Institute of Business.

5.3 If the student is still not satisfied with the outcome after appeal, they can submit a complaint to ASQA. ARC and Associates commit to providing all documentation relating to the complaint to ASQA.

5.4 ARC Institute of Business will ensure that all persons are aware of their rights and how they can make a formal complaint to ASQA should they be dissatisfied with the outcome of their complaint and appeal.

## 6.0 APPEALS AGAINST AN ASSESSMENT OUTCOME

**Students who wish to dispute an assessment outcome may do so by following the below steps:**

- 6.1 Discuss the result with their trainer/assessor using the assessment and feedback already provided.
- 6.2 If the student still disagrees with the result provided, they can request that the assessment is re-marked by the trainer.
- 6.3 If the student disagrees with the new (re-marked) result, they will be required to put in a formal request (in writing) to the CEO of ARC Institute of Business who will organise for the assessment to be sent to a suitably qualified external party who will re-mark the assessment. This will form the result for the assessment in question. In the event of the student appealing against a workplace assessment, a suitably qualified assessor may be engaged to undertake the re-assessment at the workplace at a mutually agreeable time.
- 6.4 After this, if the student is still dissatisfied, they will need to follow the complaint and appeals process including escalation to ASQA.

Version Control History			
Version No.	Summary	Date	Approved by
1	<i>New Document</i>	06.04.2016	CEO
2	<i>Updated to reflect current processes - post initial registration Changed ARC &amp; Associates Pty Ltd to ARC Institute of Business (trading name) Updated formatting and included logo</i>	20.09.2017	CEO
2	<i>Reviewed with no change. Re-date footer to 2018</i>	22.01.2018	CEO