



demi international

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RTO# 32542

COMPLAINTS & APPEALS POLICY and PROCEDURE #14 (replaces VSL Student Grievance Policy & Procedure)

1. AIM

To ensure any complaint or appeal is dealt with in a fair, effective and timely manner.

Demi International Beauty Academy Pty Ltd encourages and values client's views and opinions. Benefits of encouraging open communication processes provides Demi International Beauty Academy Pty Ltd with:

- More valuable feedback on which to base continuous improvement activities
- Issues are less likely to escalate into formal complaints
- Learners/clients are more likely to be satisfied which positively affects, attrition rates and learner/client referrals

The Student Handbook explains Demi International Beauty Academy Pty Ltd complaints and appeals process to students/clients. The information describes the processes:

- To make a complaint or appeal
- To present their case
- To access an independent arbiter
- To be clearly informed on the outcomes of the complaint or appeal
- To resolve complaints and appeals in a realistic, fair and timely manner.

2. PROCEDURE

Complaints and appeals, academic and non-academic, are monitored and reviewed to prevent their recurrence and to improve the operations and services provided by Demi International Beauty Academy Pty Ltd.

A participant enrolled in a course, who is seeking to appeal against an academic decision or other procedural matter (i.e. a decision to exclude a learner from a program), will be given the opportunity to present their case. The appellant should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
2. Academic Assessment Appeal: The assessment will be reviewed having due regard to submissions made by the participant. A meeting minute or diary note needs to be placed in the student's file describing the topics discussed, identifying the people present, and the outcomes and/or resolution of the appeal.

2 ASSESSMENT APPEAL DECISIONS

Assessment appeals will be accepted up to fourteen (14) days from the date an assessment result was received.



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Assessment appeals received will be entered in the Complaints Register and recorded for Management Review follow up at the next meeting.

A written response, advising of the outcome of the appeal, will be provided to the participant, within 2 days of finalising the process and held on the student's file.

If the complainant is still not satisfied, then Demi International Beauty Academy Pty Ltd will set up a complaints panel, made up of a minimum of two people who are external to the organization from the following areas to review the assessment:

- VET fixed term contract employees and Industry representatives.-
- The client or learner will also be invited to attend the Panel and to have a representative present.

All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and the decision of an external arbiter conducting an appeal will be final.

3. NON-ACADEMIC COMPLAINT PROCEDURE

A participant enrolled in a course who has a complaint, of a non-academic matter, will be given the opportunity to present their case. The participant should undertake the following steps.

1. Complaints may be made over the telephone or in person. Staff should attempt to address these problems on the spot. In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way. A meeting minute or diary note needs to be placed in the student's file describing the topics discussed, identifying the people present, and the outcomes and/or resolution of the complaint.
2. A copy of the letter of complaint is to be filed on the relevant participant's file.

A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.

Any complaint received by the Demi International Beauty Academy Pty Ltd office, will be entered into the Complaints Register.

Where possible the complaint will be dealt with immediately. In all other cases the complaint will be referred to the Manager, Communications and Quality (or authorised representative).

All complaints will be dealt with within 20 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.

Any substantiated complaint will be acted upon. All complaints will be recorded in the Complaints Register.



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4. EXTERNAL CONSULTANT APPEALS

Mutual agreement is to be reached between Demi International Beauty Academy Pty Ltd and the relevant participant regarding the external arbiter to be engaged for use in the external appeal process. Arbiters engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.

Where participants wish to use an external arbiter who is not approved by Demi International Beauty Academy Pty Ltd they are responsible for the payment of all costs associated with the use of the external arbiter in the appeal process.

Should a complainant wish to speak with someone about a complaint they can contact the Queensland Training Ombudsman Ph: 1800 773 048
Email: info@qto.qld.gov.au Write: PO Box 15090, City East Qld 4002

5. MONITORING COMPLAINTS AND APPEALS

Complaints and appeals are monitored and reviewed, by senior managers and at RTO Meetings, to prevent their recurrence and to improve the operations and services provided by Demi International Beauty Academy.

The situation/circumstances leading to the complaint will be investigated to reduce/eliminate the possibility of the problem recurring. Where this results in revision to information and/or processes/services provided to clients, an improvement request will be raised and strategies implemented to improve day-to-day operations and services provided by Demi International Beauty Academy.

Reviews may include:

- Gathering feedback from students/clients on the process for dealing with the complaint or appeal
- Altering the practice that led to the complaint and monitoring the change
- Reviewing records of complaints and appeals to identify any specific issues relating to staff or services and the resolution processing timeframes
- Regular reviews as part of the continuous improvement cycle.

ASSOCIATED FORMS: *DIBA_ Complaints and Appeals Form*

REFER to: COMPLAINTS AND APPEALS AT A GLANCE (Pages 4-5)

Version No. & Date	Author	Reason for Change	Date
V.1 0318	Leslie Mackie	Original	03/18
V.2 0619	Robyn Pinel	Change of name from Grievance Policy and to align VSL and DIBA and ICQ policies	08/19
V.3 0120	Seonaid Boyle	Change of title from Academic/compliance/operations manager to Manager Communications and Quality	01/20
V.4 0821	Robyn Pinel	Update for clarity and consistency	08/21



COMPLAINTS AT A GLANCE - CHECKLIST

1. INFORMAL COMPLAINT TO ANY STAFF MEMBER

- Any issue raised by a student must be addressed immediately
- Resolution is sought that is mutually satisfactory
- A diary note or meeting minute is recorded with details of complaint in Complaints Register

2. FORMAL COMPLAINT RECEIVED IN WRITING

- If not resolved informally, the complainant has 14 days to lodge a written formal complaint
- Local Student Services Officer acknowledges receipt of complaint and reviews the complaint
- Local Student Services Officer will advise complainant of outcome in writing
- If the complainant is not satisfied, they will be advised of their rights to an appeal
- An Appeal can be lodged in writing within 20 working days of receiving the written response

3. APPEAL PROCESS IF DECISION IS DISPUTED

- If the student is dissatisfied with the Decision an Appeal may be lodged in writing
 - Written Appeal is submitted to the Administration & Compliance Manager (Head Office)
 - Complaint is reviewed and assessed – and an Interview held within 10 days of receipt of Appeal
 - If no resolution: the complaint may be referred to an external dispute resolution body
- External Complaints can be made to ASQA or Queensland Training Ombudsman or for
- International Students – the Overseas Students Ombudsman

All staff are advised to refer to the [Demi International Policy and Procedures Manual](#) for more information.



STUDENT APPEAL CHECKLIST

1. INFORMAL APPROACH TO THE TRAINER

- Student queries an academic decision
- Student is disgruntled about a procedural matter
- Student raises a concern about the Course of Study

2. APPEAL IS HEARD

- Assessment is reviewed considering the Student's reason for the Appeal (Trainer)
- Diary Note or Minutes of Meeting recorded - Issues discussed, attendees, outcomes
- If Appeal is not upheld – Request in Writing for Formal Process (Team Leader)
- All Appeals will be accepted up to 14 days from the date an assessment result was received
- Student submits copy of marked assessment and copy of the original assessment

3. APPEAL PROGRESSES IF DECISION IS DISPUTED

- If the student is dissatisfied with the Appeal Decision
- Written Notice of Appeal is submitted by the appellant addressed to Student Administrator
- External Appeal Consultant engaged to hear appeal - written response provided to the appellant within 2 working days of finalising the process
- If no resolution: A Grievance Panel is set-up – 2 contract trainers, industry representative and student (with a rep)
- External Complaints can be made to ASQA or Queensland Training Ombudsman