

I. Complaints, Grievances, and Appeals Policies & Procedures

ASMI recognizes that differences of opinion or grievances can happen from time to time. Students with a problem, complaint, dispute, grievance with another student, their trainer, the course content, the facilities or any component of the course should use the following procedures

Grievances:

ASMI is committed to providing students, staff, and stakeholders the best possible environment in which to study or work. The Institute understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly. Grievances will be heard verbally and can be disclosed to any member of staff who will endeavor to fix any grievance before it becomes a complaint.

Students should be aware that whilst ASMI tries to ensure everything is satisfactory for our students but because of practices in different cultures, student pressure or Government regulations, some dissatisfactions (grievances) can occur. We ask that the student please talk to a member of staff first and provide us the opportunity to change, be a little patient, and give us time to accommodate student concerns. If we are not able to address your concerns you may wish to escalate your grievance to a formal complaint.

Complaints & Appeals:

If the student wishes to escalate their grievance to a formal complaint, the following procedures will apply:

- In such instances, ASMI invites feedback from the dissatisfied party so that a resolution can be found and as an opportunity to consolidate the feedback into a review and improvement of ASMI's policies and procedures.
- ASMI will address any and all complaints in a fair, constructive, and timely manner. The complainant has the right for their complaint to be heard and for an

impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision.

- This policy and associated procedure support ASMI in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by ASMI will be viewed as an opportunity for improvement.
- ASMI complaints and appeals processes are independent, easily and immediately accessible, and inexpensive for the parties involved.
- ASMI notifies students and staff in the policies and procedures manual/student handbook of its policies and procedures regarding complaints and appeals. This complaints and appeals process also forms an integral part of induction and orientation (student and staff). Please note that the external complaints and appeals entity may be a different body if you're local or international.
- Complaints and appeals need to be in writing (email) and will need to be substantiated (some evidence, statements, specified times dates, and names will need to be disclosed)

Receipt of complaint or appeal

ASMI will acknowledge receipt of all complaints or appeals. This will be with email or letter or sign-off (and photo-copied for the student to keep as a receipt) in the case of written submissions of complaints or appeals.

Appeals

- Assessment process and decision
- Student progress and academic progress decisions

Procedure: Actions and Responsibility The following procedures provide information on how to have a complaint or appeal resolved and a resolution reached by all parties.

II. SUMMARY OF COMPLAINTS AND ACTIONS

INTERNAL CLAIMS

ASMI may receive complaints from students, staff or stakeholders, and members of the public through a variety of means e.g. verbally, written documentation, electronically (email).

Once a complaint is received, ASMI Personnel will seek to identify the issue and seek to resolve the concern immediately so as to avoid any further disruption or escalate the issue to a formal complaint. The College encourages both staff and complainants to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means.

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student's issue. Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint/appeal the following procedures must be followed.

Action	Person Responsible
<p>Any student, potential student, or a third party may submit a formal complaint to ASMI with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process. (External appeals may involve minimal costs) When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to complete a Complaints and Appeals Form (letter or email is accepted in the format below), stating their case and providing as much detail as possible, and submit this to the General Manager or the Assistant GM either by email or post.</p> <p>Complaints are to include the following information:</p> <ul style="list-style-type: none"> - Submission date of the complaint - Name of complainant - Nature of complaint - Date of the event which leads to the complaint; and - Attachments (if applicable) <p>The Complaints Form is available from the administration or can be sent to the complainant on request.</p>	<p>ASMI Personnel ASMI General Manager ASMI Student Support Officer</p>

<p>Once the Complaints Form is received the details are recorded on the Complaints and Appeals Register (on X: Drive) which is reviewed and maintained by the General Manager(GM)</p> <p>The information recorded in the Complaints and Appeals folder includes:</p> <ul style="list-style-type: none"> - A specific complaint Date/Name or Student Number - Submission date of the complaint - Name of the complainant - Description of the complaint - Determined resolution (outcome) - Date of outcome - Copy of response and finalization of complaint 	<p>ASMI Personnel ASMI General Manager ASMI Student Support Officer</p>
<p>Complainants have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorized by ASMI.</p>	
<p>The General Manager will investigate the complaint/s recorded in the Complaints folder and identify a satisfactory resolution to the issue. The proposed resolution will be communicated to the complainant within 10 working days and agreement to the proposed resolution sought.</p> <p>Upon receipt of the agreement, the GM will:</p> <ul style="list-style-type: none"> - Provide the complainant with written confirmation of the resolution - Record the action(s) taken to resolve the complaint in the Complaints file - Where applicable, communicate the outcome of the complaint resolution to the relevant staff member If applicable, document the need for an amendment to ASMI policy and/or procedure documentation in the Continuous Improvement file and implement the necessary improvement (both the Complaints and Appeals file and the Continuous Improvement report are reviewed regularly by the College staff at the EDS meetings 	<p>ASMI Personnel ASMI General Manager ASMI Student Support Officer</p>

<p>Within the notification of the outcome of the formal complaint, the Complainant shall also be notified that they have the right to appeal.</p> <p>To appeal a decision ASMI must receive, in writing, grounds of the appeal. Complainants are referred to the Appeals Procedure. The GM will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the Complainant, ASMI will act immediately implement any decision and/or corrective and preventative action</p>	
<p>Any documentation including written notes of the progress of a complaint, outcomes, actions, and resolution, will be kept by the College and filed in the student's/ staff's/ general register, folder. Any complaint received that is not from a member of staff or student will be stored in the dedicated Complaints and Appeals folder maintained by ASMI personnel</p>	ASMI Personnel
<p>No student, staff member, stakeholder, or member of the public will be disenfranchised in any way during the complaint and resolution process.</p> <p>A student's progress through a study program will not be disrupted whilst a Complainant complaint is being heard unless the nature of the issue itself means further progress is not possible. Complainants will observe strict confidentiality during all stages of the complaints resolution process.</p> <p>All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process. Complainants have the right to nominate third party representation (e.g.: a family member or friend, counselor, professional representation or support person) if they wish but they must inform the College prior to any discussions of the representation</p>	ASMI Personnel Complainant

EXTERNAL CLAIMS

If the complainant is not satisfied with the decision in either the formal complaints or appeals procedures the appellant may request that the matter be further reviewed by an external dispute resolution process by a body chosen by the appellant (e.g. International or Local student)

The details of these external bodies are as follows:

1) Department of Fair Trading Head Office

NSW Fair Trading
60 Station Street
Parramatta NSW 2150
<http://www.fairtrading.nsw.gov.au/>

Postal address:

NSW Fair Trading PO Box 972

Tel: 9895 0111

Fax: 9895 0222

2) International Student Ombudsman

Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072 within Australia.

Outside Australia call: +61 2 6276 0111.

Inquiries: 9:00 am to 5:00 pm Monday to Friday

Australian Eastern Standard Time

Fax: 02 6276 0123 within Australia.

Outside Australia: +61 2 6276 0123.

Postal: GPO Box 442 Canberra ACT 2601

Action	Person Responsible
If the complainant or the appellant (Candidate or a third party) is still dissatisfied with the decision of ASMI, they may wish to seek	Complainant

<p>legal advice or place a complaint about ASMI to ASQA directly (please be aware that ASQA does not act in a mediation capacity ASQA’s role is not to act as a student advocate for individual students.</p> <p>Rather, ASQA uses the information reported through complaints to inform how it regulates training providers). If, after ASMI internal complaints and appeals processes have been completed, the complainant still believes ASMI is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the online complaint form:</p> <p>https://rms.asqa.gov.au/registration/newcomplaint.aspx</p> <p>Except in exceptional circumstances, complaints must attach evidence to the complaint form showing: That they have followed ASMI formal complaints procedure; and ASMI’s response</p>	
<p>ASQA’s processes require the complainant/appellant to identify themselves to ASQA as “the” complainant, although a complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes.</p> <p>Australian Skills Quality Authority</p> <p>Tel: 1300 701 801 www.asqa.gov.au</p>	Complainant
<p>No student, staff member, stakeholder, or member of the public will be disenfranchised in any way during the complaint and resolution process. A student’s progress through a study program will not be disrupted whilst a Complainant complaint is being heard unless the nature of the issue itself means further progress is not possible. Complainants will observe strict confidentiality during all stages of the complaints resolution process.</p> <p>All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process. Complainants have the right to</p>	ASMI Personnel ASMI General Manager ASMI Student Support Officer

<p>nominate a third-party representation (e.g.: a family member or friend, counselor, professional representation, or support person) if they wish to do so, but they must inform the College prior to any discussions of the representation.</p> <p>ASMI will happily abide by any decision made by the external body</p>	
<p>Where the ASMI considers more than 60 calendar days are required to process and finalize the complaint, the College: will inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter via email.</p>	<p>ASMI Personnel</p>
<p>An annual review of the complaints resolution process will be conducted as part of the ASMI validation schedule</p>	<p>ASMI General Manager ASMI Student Support Officer</p>

APPEALS

Candidates are entitled to formally appeal the outcome of the assessment decision by completing the Appeals Form or submitting an appeal via email or letter, stating their case and providing as much detail as possible, and submit this to the General Manager(GM) or the Student Support Officer either by email or post. Candidates are to include the following information: Submission date of appeal Name of appeal; Nature of appeal; Supporting documentation regarding their assessment outcome Attachments (if applicable)

The Appeals Form is available from the administration or the assessor or can be sent to the complainant on request.

Actions	Person Responsible
<p>Once the Appeals Form/document is received the details are recorded/fixd/attached to the assessment cover sheet which is reviewed and scanned and filed (electronically/manually) on the SMS and in the student's personal file. Information recorded includes;</p> <ul style="list-style-type: none"> - The Student number - Submission date of the appeal - Name of the appeal (e.g. assessment subject) - Description of the appeal - Determined resolution (outcome) Date of outcome 	<p>ASMI Personnel ASMI General Manager ASMI Student Support Officer</p> <p>Appellant</p>
<p>The GM shall seek details from the Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third-party shall be another Assessor appointed by ASMI.</p> <p>The appeal will be adjudicated by one, some, or all of the below A panel of qualified trainers/assessors,</p> <ul style="list-style-type: none"> - The General Manager, The Student Support Officer, a qualified trainer or assessor that is external to ASMI, and a representative of an industry body (service skills council, etc) 	<p>ASMI Personnel ASMI General Manager ASMI Student Support Officer</p>

<p>The appellant shall be notified in writing of the outcome with reasons for the decision, and the file/journal updated. The appellant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Candidate is required to notify the College if they wish to proceed with the external appeals process</p>	<p>ASMI Personnel ASMI General Manager ASMI Student Support Officer Appellant</p>
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External Appeals

If not satisfied with the decision in either the formal complaints or appeals procedures the appellant may request that the matter be further reviewed by an external dispute resolution process by a body chosen by the appellant (e.g. International or Local student) The details of these external bodies are as follows:

1) Department of Fair Trading Head Office

NSW Fair Trading
60 Station Street
Parramatta NSW 2150
<http://www.fairtrading.nsw.gov.au/>

Postal address:

NSW Fair Trading PO Box 972

Tel: 9895 0111

Fax: 9895 0222

2) International Student Ombudsman

Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072 within Australia.

Outside Australia call: +61 2 6276 0111.

Inquiries: 9:00 am to 5:00 pm Monday to Friday

Australian Eastern Standard Time

Fax: 02 6276 0123 within Australia.

Outside Australia: +61 2 6276 0123.

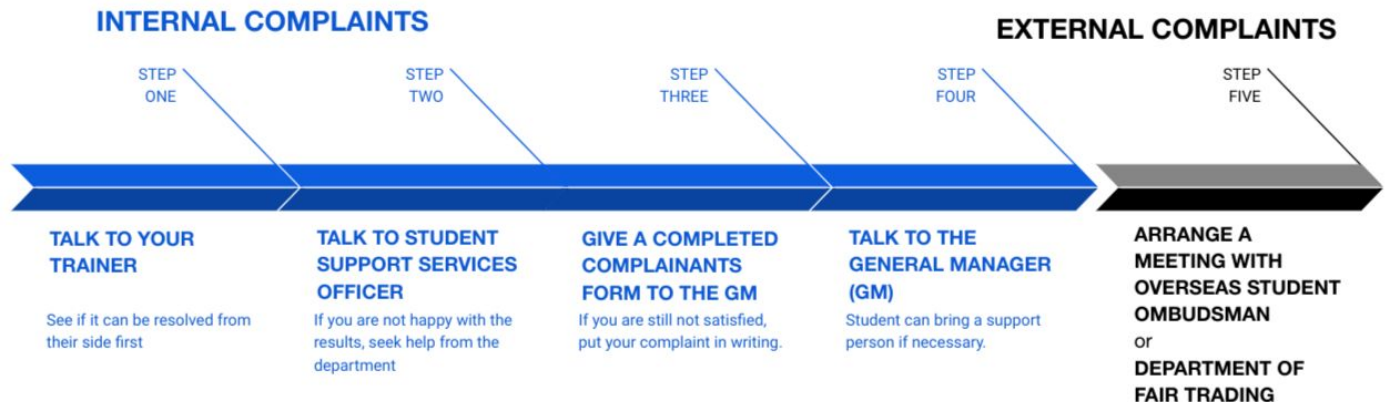
Postal: GPO Box 442 Canberra ACT 2601

Actions	Person Responsible
<p>If a complainant/appellant (Candidate or a third party) is still dissatisfied with the decision of ASMI, they may wish to seek legal advice or place a complaint about ASMI to ASQA directly (please be aware that ASQA does not act in a mediation capacity). If, after ASMI internal complaints and appeals processes have been completed, the complainant still believes ASMI is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the online complaint form:</p> <p>https://rms.asqa.gov.au/registration/newcomplaint.aspx.</p> <p>Except in exceptional circumstances, complaints must attach evidence to the complaint form showing: That they have followed ASMI formal complaints procedure; and ASMI's response</p>	Appellant
<p>ASQA's processes require the complainant/appellant to identify themselves to ASQA as "the" complainant, although a complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes.</p> <p>Australian Skills Quality Authority Tel: 1300 701 801 www.asqa.gov.au</p>	Appellant
<p>No student, staff member, stakeholder, or member of the public will be disenfranchised in any way during the appeals and resolution process. A student's progress through a study program will not be disrupted whilst an appellant's appeal is being heard unless the nature of the issue itself means further progress is not possible. Appellants will observe strict confidentiality during all stages of the appeals resolution process. All communications and proceedings arising from the appeals process will remain confidential at the conclusion of the appeals resolution process. Appellants have the right to nominate third-party representation (e.g.: a family member or friend, counselor, professional</p>	ASMI Personnel ASMI General Manager ASMI Student Support Officer

<p>representation, or support person) if they wish but they must inform the College prior to any discussions of the representation. ASMI will abide by any decision made by the external body.</p>	
<p>Where the ASMI considers more than 60 calendar days are required to process and finalize the appeal, the College: will inform the appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter via email.</p> <p>All stages will be documented and file notes provided to all parties involved. Students will be given a written statement of the appeal outcome and reasons for the decision (which will be placed in the student's file).</p>	ASMI Personnel
<p>An annual review of the appeals resolution process will be conducted as part of the ASMI validation schedule.</p> <p>The availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.</p>	ASMI General Manager ASMI Student Support Officer

NOTE: Students enrolled at ASMI who choose to access the complaints, appeals, and disputes processes will continue to be enrolled while the process is ongoing.

FLOW CHART OF PROCEDURES FOR HANDLING GRIEVANCES FROM INTERNATIONAL STUDENTS



APPENDIX A DEFINITIONS

- **A grievance** is a feeling of resentment over something believed to be wrong or unfair.

- **A complaint** is an expression of discontent, regret, pain, censure, a lament, or fault-finding. A complaint may include, but is not limited to:
 - Course advise and enrolment
 - Suspension and/or cancellation of enrolment
 - Course delivery
 - Marketing and promotional activity
 - Personal safety
 - Customer service and administration
 - Issue of results, certificates, statement of attainment
 - Learning resources
 - Fees and charges
 - Equity and access, discrimination, harassment, and bullying
 - Complaints from third parties including but not limited to education and migration agents

- **Feedback** is information given and received to help people and organizations grow. ASMI invites feedback so that we are able to change what needs to be changed and improve our processes so that the educational experience for students and staff is a positive one. ASMI gathers feedback from students, agents & staff constantly and this feedback is generally reported, recorded, and acted upon at the monthly staff meetings.

Students are welcome to give feedback at any time. This can be via email or a simple discussion with any member of staff and is usually not formalized unless requested. Wentworth encourages feedback with all interactions but encourages students and staff to try to keep feedback constructive so that positive outcomes can be more readily assured.