



Student Complaint and Appeal Policy

Policy Category	Academic
Policy Code	ACA-HE-03
Policy owner	Principal
Responsible Officer	Principal
Approving authority	Academic Board
Contact Officer	Head of Academic Support and Student Services
Approval date	18 November 2019
Commencement date	19 November 2019
Review date	3 years
Version	2019.1
Related Documents	Student Complaint and Appeal Procedure Assessment Request for Review Form Management of Personal Information Policy Notice of Appeal Form Records Management Policy Student Admission Policy Assessment Appeal Policy Assessment Appeal Procedure Student Complaint Application Form Student Handbook

1. Purpose

This Policy and the associated Procedure are designed to ensure that the Australian Institute of Higher Education ('the Institute') responds effectively in the event of student dissatisfaction.

2. Principles

The key principles informing this Policy are the Institute's commitment to the following:

- Developing a culture that views complaints as an opportunity to improve the organisation and how it works;
- Setting in place a complaint handling system that is client focussed and helps the Institute prevent complaints from recurring;
- Ensuring that any complaints are resolved promptly, objectively, with sensitivity and in complete confidentiality;
- Ensuring that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised; and
- Ensuring that there is a consistent response to complaints.

3. Context

The Institute is committed to developing and maintaining an effective, timely, fair and equitable complaint handling system which is easily accessible and offered to complainants at no charge.

4. Scope

This Policy applies to all students and relevant staff at the Institute.

5. Definitions

See the *AIH Glossary of Terms* for definitions.

6. Policy Details

6.1 Making a Complaint

Students (or persons seeking to enrol with the Institute) who wish to make a complaint should follow the process set out in the ***Student Complaint and Appeal Procedure***. The Institute will respond to any complaint or appeal the student makes regarding his/her dealings with the Institute, the Institute's education agents or any related party the Institute has an arrangement with to deliver the student's course or related services.

Before making a complaint, students (or persons seeking to enrol with the Institute) are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned.

Students requesting a review of an assessment should refer to the ***Assessment Appeal Policy*** prior to utilising the steps outlined in the ***Student Complaint and Appeal Procedure***.

6.2 Lodging an Appeal

Students (or persons seeking to enrol with the Institute) wishing to lodge an Appeal should follow the process set out in the ***Student Complaint and Appeal Procedure***.

7. Legislation

This Policy complies with Higher Education Standards Framework standard 2.4 (Student Grievances and Complaints), which specifies that:

“Current and prospective students have access to mechanisms that are capable of resolving grievances about any aspect of their experience with the higher education provider, its agents or related parties.

There are policies and processes that deliver timely resolution of formal complaints and appeals against academic and administrative decisions without charge or at reasonable cost to students, and these are applied consistently, fairly and without reprisal.

Decisions about formal complaints and appeals are recorded and the student concerned is informed in writing of the outcome and the reasons, and of further avenues of appeal where they exist and where the student could benefit.”

8. Version Control

This Policy has been endorsed by the Australian Institute of Higher Education Academic Board as at July 2019 and is reviewed every 3 years. The Policy is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2016-2	Registrar	Updated template.	6 July 2016	6 August 2016
2017-1	Ms. McCoy	Restructured document; added box to beginning Renamed policy	22 February 2017	6 March 2017

2019.1	Principal	Updated the policy owner and responsible officer from Executive Dean to Principal, and Registrar to Head of Academic Support and Student Services	18 November 2019	19 November 2019
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