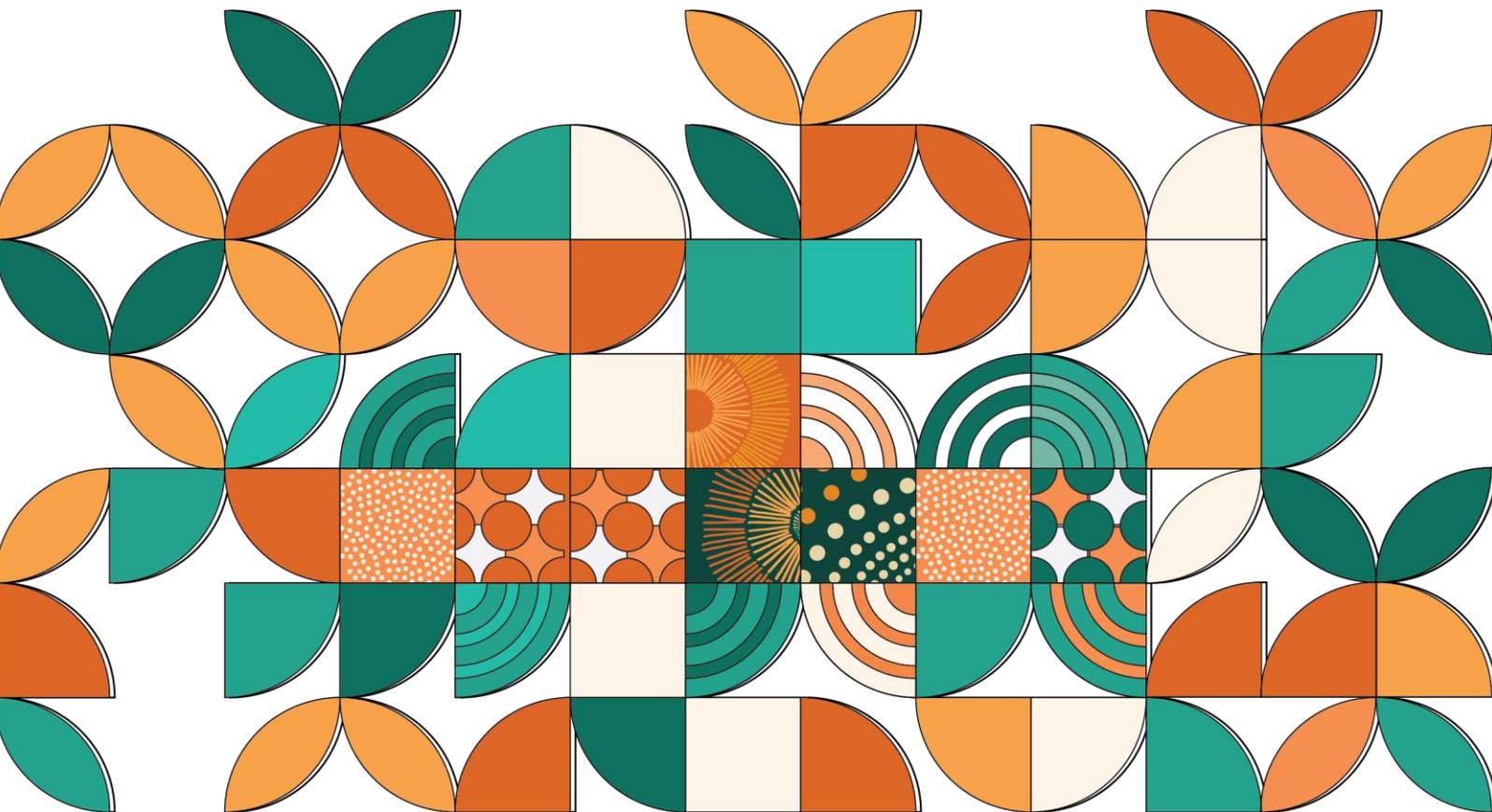


# Student Complaints and Appeal Policy



## SECTION 1

### 1. Purpose

1.1 The Student Complaints and Appeals Policy defines how the Institute of Health and Nursing Australia (IHNA) manages dissatisfaction with courses and programs and formal complaints and appeals from students. It provides a transparent approach for complaints and appeals to be addressed in a fair, timely and confidential manner.

### 2. Scope

2.1 The objective of this policy is to ensure that IHNA staff always act in a professional manner and deal with student complaints in a fair, transparent and equitable manner. This policy and the procedure provide a clear process to register and record a complaint or appeal. It also ensures all parties involved in a complaint or appeal receive regular updates regarding subsequent actions taken and the resulting outcomes.

2.2 This policy applies to all domestic and international students of IHNA.

### 3. Definitions

3.1 **Academic Complaint** refers to a complaint against a decision made about an assessment completion, failure to meet satisfactory academic progress, an academic result, the quality of the course delivery, failure to provide services or materials included in an agreement, which may include but not restricted to complaints regarding course progress, assessment outcomes or training delivery.

3.2 **Appeal** means when a client may dispute a decision made by IHNA. The decision may be an assessment decision or in relation to an aspect of IHNA's services.

3.3 **Appellant** refers to the person who formally lodges an appeal.

3.4 **ASQA** stands for Australian Skills Quality Authority, the National VET regulator and IHNA's registering body.

3.5 **Complaint** means any expression of dissatisfaction with an action, product or service provided by IHNA to a client.

3.6 **Complainant** refers to the person who formally lodges a complaint.

3.7 **DET** stands for Department of Education and Training.

- 3.8 A **formal complaint** refers to an official complaint made in writing.
- 3.9 An **informal complaint** refers to a complaint made through written or verbal discussion prior to a Formal Complaint being made in writing.
- 3.10 **Knowledge Hub** refers to IHNA's Student Management System and information repository.
- 3.11 **Non-academic complaint** refers to a complaint against IHNA, its trainers/assessors or other staff which may include but is not limited to operational, racial or sexual discrimination, unfair treatment, physical or verbal abuse, refusal of admission and/or incorrect advice given prior to enrolment or IHNA actions in response to the non-payment of fees.
- 3.12 **Prospective student** refers to a person who is seeking information about the course(s) to consider prior to applying for admission into an IHNA course.
- 3.13 A **student** is a person being taught and/or assessed by IHNA in any course.

## SECTION 2

### 4. Policy

- 4.1 IHNA is committed to providing an effective, efficient, timely, fair and confidential complaints and appeals procedure for all students based on principles of natural justice and procedural fairness.
- 4.2 Neither a student nor a respondent will be discriminated against or victimised.
- 4.3 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual assault or harassment and other issues that may arise.
- 4.4 All parties will have a clear understanding of the steps involved in the procedure:
- All students are provided with a Student Handbook prior to enrolment which contains information about the Policy and Procedure for complaints and appeals;
  - The Complaints and Appeals Policy and online Form are published on the IHNA website. The student can also submit a complaint or appeal through the Knowledge Hub;
  - IHNA staff members receive training about the Student Complaints and the Appeals Policy and can access the policy from the Knowledge Hub.

- 4.5 All students are encouraged to resolve complaints informally with the trainer/assessor or the student administration and support officer before making a formal complaint.
- 4.6 IHNA will ensure that it:
- a) does not involve the same person in assessing both a complaint and an appeal of the same decision.
  - b) provides an alternate complaint resolution process where the complaint directly involves, or where a clear conflict of interest exists within the nominated authorities. IHNA will provide clarity as to who has the authority to appoint an alternative delegation.
- 4.7 Students will be provided with the contact details of external authorities they may approach, if required.
- 4.8 At any stage in the complaints or appeals process students are entitled to have their own nominee included in the resolution process. If students use a paid nominee, it will be at their own expense. The nominee must present their photo ID while accompanying the student to any meetings held at an IHNA campus.
- 4.9 IHNA will acknowledge a complaint or appeal in writing within five (5) working days.
- 4.10 IHNA will attempt to resolve a complaint or appeal fairly and equitably within 30 working days. If the matter is particularly complex and requires more time to resolve, the complainant or appellant will be advised in writing listing the reasons additional time is required. Regular updates about the progress of a complaint or appeal will be provided.
- 4.11 Students are entitled to resolve any dispute by exercising their rights to pursue other legal remedies.

## **5. Responsibility**

- 5.1 The Executive Management Committee is accountable for ensuring that this policy meets the requirements of the Standards for Registered Training Organisations 2015 and is consistent with IHNA obligations in regard to the principles of access and equity.
- 5.2 The Chief Operations Officer has overall responsibility for monitoring and ensuring correct and consistent implementation of this policy.

5.3 For academic complaints or appeals, Course Coordinators in coordination with the National Training Manager, have responsibility for implementing this policy.

5.4 For non-academic complaints or appeals, the Campus Manager has responsibility for implementing this policy.

### SECTION 3

#### 6. Associated Information

<b>Related Internal Documents</b>	<ul style="list-style-type: none"> <li>• Student Complaints and Appeals Procedure</li> <li>• Access and Equity Policy</li> <li>• Student Participation and Progress Policy</li> <li>• Student Participation and Progress Procedure</li> <li>• Student Handbook</li> </ul>
<b>Related Legislation, Standards, and Codes</b>	<ul style="list-style-type: none"> <li>• Australian Qualifications Framework 2013</li> <li>• National Vocational Education and Training Regulator Act2011</li> <li>• Education Services for Overseas Students Act 2000 (ESOSAct)</li> <li>• National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 10</li> <li>• ESOS Regulations 2019</li> <li>• Standards for Registered Training Organisations (SRTO)2015, Clauses 1.7, 5.4 and 6.1 to 6.6</li> <li>• ANMAC Enrolled Nurse Accreditation Standards 2017</li> </ul>
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<b>IHNA DocID</b>	IHNA-SCAP1-4.0
<b>Department</b>	Student Support
<b>SRTO2015 Stds and sub-standards</b>	Standards for RTOs 2015 -Standard 1, Clauses 1.7, 5.4 -Standard 6, Clauses 6.1 to 6.6

## 7. Change History

Version Control		Version 4.0
Version No.	Date	Brief description of the change, incl version number, changes, who considered, approved, etc.
V 3.1	05/12/2022	Minor edit for acknowledgement of student complaint/appeal to be in writing in 5 working days.
V 4.0	26/02/2024	Updated in the new template and logo