



**IHNA**<sup>®</sup>  
*Institute of Health and Nursing Australia*

# **Student Complaints and Appeals Policy**



## **Purpose**

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.

## **Scope**

2. The objective of this policy is to ensure that IHNA staff act in a professional manner and deal with student complaints at all times in a fair, transparent and equitable manner. This policy and the Student Complaints and Appeals Procedure provides a clear process to register and record a complaint or appeal. It also ensures all parties involved in a complaint or appeal is kept informed about resulting actions and outcomes.
3. This policy applies to all domestic and international students of IHNA.

## **Responsibility**

4. 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. The Chief Operations Officer has overall responsibility for monitoring and ensuring correct and consistent implementation of this policy.
6. For academic complaints or appeals, Course Coordinators in coordination with the Director of Studies and the National Training Manager, have responsibility for implementing this policy.
7. For non-academic complaints or appeals, the Campus Manager has responsibility for implementing this policy.

## **Definitions**

8. **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.
9. **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.
10. **Appellant** refers to the person who formally lodges an appeal.
11. **ASQA** means Australian Skills Quality Authority, the National VET regulator and IHNA's registering body.



12. **Complaint** means any expression of dissatisfaction with an action, product or service provided by IHNA to a client.
13. **Complainant** refers to the person who formally lodges a complain.
14. **DET** means Department of Education and Training.
15. **Formal Complaint** refers to an official complaint made in writing.
16. **Informal Complaint** refers to a complaint made through written or verbal discussion prior to a Formal Complaint being made in writing.
17. **Knowledge Hub** refers to IHNA's Student Management System and information repository.
18. **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.
19. **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.
20. **Student** is a person being taught and/or assessed by IHNA in any course.

## **Policy**

21. 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.
22. Neither a student nor a respondent will not be discriminated against or victimised.
23. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
24. All parties will have a clear understanding of the steps involved in the procedure:
  - 24.1. All students are provided with a Student Handbook prior to enrolment which contains information about the Policy and Procedure for complaints and appeals;
  - 24.2. 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;
  - 24.3. IHNA staff members receive training about the Student Complaints and the Appeals Policy and can access the policy from the Knowledge Hub.
25. All students are encouraged to resolve complaints informally with the trainer/assessor or the student administration and support officer before making a formal complaint.
26. IHNA will ensure that it:
  - 26.1. does not involve the same person in assessing both a complaint and an appeal of the same

decision.

- 26.2. 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.
27. Students will be provided with the contact details of external authorities they may approach, if required.
28. 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.
29. IHNA will acknowledge a complaint or appeal within five (5) working days.
30. IHNA will attempt to resolve a complaint or appeal fairly and equitably within 10 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.
31. Students are entitled to resolve any dispute by exercising their rights to pursue other legal remedies..

### Associated information

<p><b>Related Internal Documents</b></p>	<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>
<p><b>Related Legislation, Standards, and Codes</b></p>	<ul style="list-style-type: none"> <li>• Australian Qualifications Framework 2013</li> <li>• National Vocational Education and Training Regulator Act 2011</li> <li>• Education Services for Overseas Students Act 2000 (ESOS Act)</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> <li>• Relevant State and Territory funding contracts and eligibility documents</li> </ul>



	<ul style="list-style-type: none"> <li>VET Student Loans Rules 2016</li> </ul>
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## Change History

Version Control		Version 3.0
<b>Change Summary</b>	Date	Brief description of the change, incl version number, changes, who considered, approved, etc.
	10/03/2021	Separated Policy document from Procedure, revised and updated with pertinent sections