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Policy Purpose

This policy outlines the policy and process for a VET Student Loans funded student who has a complaint or grievance. This document also outlines a policy and process for appeals, including timelines related to these processes.

Policy Scope

This policy applies to all Q Academy students studying an approved VET Student Loans course and using VET Student Loans to help fund the course fees. This is only for on-site or mixed delivery method qualification course in a Q Academy campus.

This policy does not include fully self funded students, short courses or non-accredited courses. The terms and processes for complaints are listed on the enrolment contract and student handbooks for those courses.

Policy Content

As an approved course provider we will outline and follow a grievance procedure to deal with complaints from students. These include

Academic matters. Such as matters relating to student progress, assessment process and outcomes, curriculum content and delivery and issuance of awards or certification for an approved course.

Non-academic matters. Such as matters relating to administration, enrolment, collection or storage of personal information and interpersonal complaints about behaviour of students or staff.

Process for Reporting a Complaint or Grievance

Q Academy recognises that students usually provide feedback and any minor complaints in a non-formal manner, such as talking to a teacher or member of staff about an issue.

In the case that the complaint is of a serious nature or the student wishes to have specific outcomes, timeframes and steps to be completed it is best to complete a complaint form.

The first step is complete the complaint form (example provided on following page)

This form can be lodged with the head of campus. There is no charge for any of these steps.

Complaint or Appeal Form

This form is to be completed if you are reporting a formal complaint or appealing a previous decision, including the decision of an academic result. This form should be lodged with the head of campus.

Reason	
Inter student complaint	Student complaint against staff member
Course Quality complaint	Facility quality complaint
Breach of Standards	Preventative action
Academic appeal	Appeal of prior decision
Other (specify)	

PERSONAL DETAILS

Name		Date	
Phone		Email	
Campus		Class	

GENERAL INFORMATION

Details of problem / complaint / appeal

SUPPORTING EVIDENCE

<i>Please list any documents, 3rd parties or information that can support claim</i>

DECLARATION *I declare that to the best of my knowledge, the information supplied on this form is all true and correct.*

Signature

Date / /

Q Academy Complaint Flow Chart

Stage 1 - informal Complaint

An informal grievance can be lodged by speaking directory with a member of Staff in the college. The first step is best for a simple matter, for most students they're most comfortable to talk to the teacher. In the case that the nature of the complaint is serious or the student does not feel comfortable talking to the teacher, then the best person to approach is the head of campus. There is no charge for this process.

At any time any concerns or questions can be lodged via email; e-support@qacademy.com.au

No Resolution continue to Stage 2

Stage 2 - Formal Complaint

In the case that the complaint is of a serious nature or allegation of misconduct, speak directly to the head of campus. You will be asked to fill in a complaint form and indicate your issue with sufficient detail. Q Academy takes claims of misconduct very seriously. We will investigate and act on any claims within 5 working days. We will endeavour to work towards a resolution within 20 working days. In the case of an inter-student complaint we will need sufficient evidence to work with. As a process of natural justice both parties will be given the ability to put forward their views and have these reviewed by an impartial party. You will be provided with an outcome in writing. There is no charge for this process.

No Resolution continue to Stage 3

Stage 3 - Appeal of decision

If you are dissatisfied with the outcome of the formal complaint procedure you may lodge an appeal. This will be reviewed by the Director. Complete a complaint form, selecting 'appeal' and submit to the head of campus. In the appeal you must detail reasons for the appeal. You will be notified of a decision within 30 working days. You will be provided with an outcome in writing. There is no charge for this process.

No Resolution continue to Stage 4

Stage 4 - External mediation

In the case you are dissatisfied with the outcome of the appeal, you can submit a written request to the Director for an independent external review of the decision. This process is mediated and will be reviewed by an external and independent person or body with appropriate expertise. There is no charge for this process. An outcome will be provided in writing

Internal Complaint Processing

When a complaint form is lodged Q Academy will follow these steps and timeframes.

Initial complaint form. Notified of a decision within 20 working days

Appeal or Review. Notified of a decision within 30 working days.
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When a complaint is received it will be reviewed by the head of campus, senior management or senior training staff subject to the most appropriate people with specific knowledge to review the information provided. Based on the outcome you will be provided with a written notice of a decision on the formal complaint, including: the reasons for the decision; options to appeal the decision.

If an appeal is lodged this will be reviewed by the CEO and Compliance manager as well as appropriate people with specific knowledge such as an academic board. Once a decision is reached this will be given as written notice, including: the reasons for the decision; and advice about how to have the decision reviewed. If the complainant wishes they may be accompanied or assisted by another person, at their own cost. Q Academy may seek independent counsel at their own cost.

In the case that an outcome is provided during this process that requires action, Q Academy will implement any decisions made and follow the advice or recommendations provided.

External Mediation or Complaint Review

Following the outcome of an appeal there is the option to seek external mediation. The complainant is to submit a written request to the CEO for an independent external review of the decision. This process is mediated and will be reviewed by an external and independent person or body with appropriate expertise.

If the complainant wishes they may be accompanied or assisted by another person, at their own cost. Q Academy may seek independent counsel at their own cost.

Once a conclusion or decision is reached each party will be given written notice of the decision on review, include the reasons for the decision.

In the case that an outcome is provided during this process that requires action, Q Academy will implement any decisions made and follow the advice or recommendations provided.

Fair Treatment

Q Academy will ensure that a student is not victimised or discriminated against for undertaking the complaint process or seeking an appeal or review of a decision. Q Academy will limit knowledge of the complaint details to only required parties and ensure that fair and equitable treatment is considered in any decisions and implementation of the outcomes.

Records Management

Q Academy will allow the party who have lodged the complaint, appeal or review to access the records upon request; otherwise the records will be kept confidential.