



## **AACDS Complaints and Appeals Policy and Procedure**

### **Non-Academic Matters**

This policy and procedure applies to all complaints and appeals, of a non-academic (of a personal/administrative) nature as follows:

- The Appellant is advised to first try to resolve the issue directly with people directly involved. Experience dictates that in the majority of instances differences of opinion need only to be voiced and acknowledged to be resolved.
- If no solution can be reached the Appellant/student can access the formal Complaints/Appeals process by providing written details of the grounds upon which the complaint/appeal is made, along with any supporting evidence (see form below).
- This can be lodged with the reception, other staff or submitted directly to the RTO Manager.
- The RTO Manager/Appeal's Board (should decision be made by RTO manager) will then formally decide upon the matter within 10 working days of AACDS receiving the formal written lodgement of the complaint/appeal. AACDS will provide the appellant with a written confirmation of the outcomes of the complaint/appeal and the reasons for the decision within 14 days of notification of the outcome.
- Mediation discussions will occur if required, (at no cost to the student).
- If a satisfactory solution is not reached the student has the right to make a further external appeal. International appeals can be made to the external student appeals service (see below) Domestic students can make use of legal remedies available to them, (see below for details).
- All complaints and appeals will be recorded in a Complaints and Appeals log, and actual written complaint and related evidence filed within the student file.
- The student is entitled to be assisted or accompanied by a support person.
- The student's enrolment will not be affected during complaint's and appeals process except in extenuating circumstances.
- AACDS acknowledges that upon a decision made in favour of the student, AACDS will immediately implement any decision and/or corrective or preventive action that may be required.
- If a student is still unsatisfied with the outcome of the process they can make use of legal remedies open to them, see below for details.

### **Assessment Appeals**

In relation to assessment appeals, where a student is unsatisfied with an assessment result, appeals must be lodged in writing with the Course Coordinator no later than 14 days from the official notification of results.

*(please also see AACDS Course Progress Policy and Procedures)*

## International Students

All international students enrolled at AACDS are entitled to access the grievance/appeals procedure set out in this policy. If in the event of the dispute remaining unresolved, an international student (or AACDS) may wish to lodge an external appeal or complain about a decision, by contacting the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) <<http://www.oso.gov.au>> or phone 1300 362 072 for more information.

Frequently Asked Questions (FAQs) for providers and other information about the Overseas Students Ombudsman are available at [www.oso.gov.au](http://www.oso.gov.au) <<http://www.oso.gov.au>>

This process does not prevent a student from exercising rights to other legal remedies or to contact the ACPET External Student Appeals Service.

PLEASE REFER TO:

<http://www.acpet.edu.au> to download an appeals form

Completed Appeal forms can be submitted via email to:  
[Student.appeals@acpet.edu](mailto:Student.appeals@acpet.edu)

Or by posting to:  
Student Appeals, ACPET,  
PO Box 551,  
East Melbourne VIC 8002.

The following external bodies may also be consulted:

- Department of Fair Trading Ph: 13 32 20
- Consumer Protection Advice Line Ph: 1300 30 40 54



**COMPLAINTS AND APPEALS FORM**

**Please complete this form and return to AACDS 1a Arcadia Chambers, 1 Roydhouse St Subiaco WA 6008. Or fax to (08) 9382 4833.**

Student Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Course: \_\_\_\_\_

Please provide details of the grounds upon which your appeal is made:

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Supporting evidence provided (please attach to this form):

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Students Signature: \_\_\_\_\_ Date: \_\_\_\_\_