

## Student Complaints and Appeals Policy

### Policy

MVJ Enterprises Pty Ltd t/a Perth College of Beauty Therapy, YES College endeavors to create a positive learning environment, free of coercion, unfair treatment or harassment. Any circumstance caused by Perth College of Beauty Therapy, its trainers, assessors or other staff, a third party providing services on Perth College of Beauty Therapy's behalf (including, the third party organization itself, their trainers, assessors or other staff), or another learner of Perth College of Beauty Therapy, which affects the well-being of a student, will be dealt with in a professional manner in line with published procedures. Students who are dissatisfied with decisions made by the College will be able to access the College's internal and external appeals processes, which are handled with care, fairness, professionalism, objectivity and independence. Should a student access Perth College of Beauty Therapy's appeal process, the students' enrolment will be maintained until the internal appeals process and if necessary, external appeals process has been completed. Once the appeals process has been completed, Perth College of Beauty Therapy will undertake necessary actions depending on the outcome of the appeals process, within 10 working days of the process being finalized.

### General Guidelines

1.0 A complaint is defined as a dissatisfaction with a treatment or service made by:

- 1.1 Perth College of Beauty Therapy, its trainers, assessors or other staff
- 1.2 A third party providing services on Perth College of Beauty Therapy's behalf (including, the third party organization itself, their trainers, assessors or other staff)
- 1.3 Another learner of Perth College of Beauty Therapy

Examples of complaints include, but are not limited to:

- a) Unfair treatment conducted by any party identified in point 1.0 of this policy
- b) State of classroom facilities, equipment or resources of Perth College of Beauty Therapy or third party organisations providing services on Perth College of Beauty Therapy's behalf
- c) Time taken to receive feedback on academic results
- d) Time taken to access any service provided by Perth College of Beauty Therapy or a third party organization providing services on Perth College of Beauty Therapy's behalf
- e) Any interaction conducted by a party identified in point 1.0 of this policy
- f) All academic matters (including matters relating to student progress, assessment, curriculum, and awards for an approved course)
- g) All non-academic matters (including matters relating to enrolment in a course and personal information held by the provider)

2.0 An appeal is defined as a dissatisfaction with a decision made by Perth College of Beauty Therapy, or a third party providing services on Perth College of Beauty Therapy's behalf. Examples of appeals include, but are not limited to, a review of:

- a) A decision, including an assessment decision made by a Perth

- College of Beauty Therapy assessor or assessor of a third party providing services on Perth College of Beauty Therapy's behalf
- b) Perth College of Beauty Therapy's intention to report a student for non-compliance of a visa condition
  - c) Perth College of Beauty Therapy's decision to not provide a student refund
  - d) Perth College of Beauty Therapy's decision to not approve a transfer request
  - e) Perth College of Beauty Therapy's decision to not accept an enrolment
  - f) Perth College of Beauty Therapy's decision to not approve a suspension of studies, deferment or cancellation request
  - g) All academic matters (including matters relating to student progress, assessment, curriculum, and awards for an approved course)
  - h) All non-academic matters (including matters relating to enrolment in a course and personal information held by the provider)

Note that grounds for internal appeals generally fall in to, but are not limited to, one of the following categories:

- a) New evidence being received by the College, which was not reasonably available at the time that Perth College of Beauty Therapy or a third party providing services on Perth College of Beauty Therapy's behalf, made its decision
- b) Procedural irregularity by Perth College of Beauty Therapy or a third party providing services on Perth College of Beauty Therapy's behalf
- c) Compassionate or compelling circumstances
- d) Other relevant matter

### **3.0 Internal Complaints/Appeals Guidelines**

- 3.1 There is no cost involved to students in accessing Perth College of Beauty Therapy's internal complaints and appeals process
- 3.2 The internal appeals process is managed by the Chief Executive Officer who is the independent senior officer delegated to review the case
- 3.3 All parties directly involved in the internal complaints and appeals process may be accompanied and assisted by a support person at any relevant meeting at their own cost
- 3.4 Complaints and Appeals applications must be accompanied with relevant documentation e.g. written statements, names of witnesses and any other relevant documents to support the students' case. The evidence provided by the student will determine Perth College of Beauty Therapy's investigative activities and will form the basis of Perth College of Beauty Therapy's decision
- 3.5 Should a student not make an internal appeal within 20 working days of Perth College of Beauty Therapy or a third party providing services on Perth College of Beauty Therapy's behalf's initial decision, the initial decision will be maintained and the College or third party acting on Perth College of Beauty Therapy's behalf will act on the decision

- 3.6 All students that access Perth College of Beauty Therapy's complaints and appeals process will be provided with acknowledgement of receipt within 5 working days of the complete complaint/appeal (including supporting evidence) being received
- 3.7 Perth College of Beauty Therapy will maintain the students' enrolment while the complaints and appeals process is ongoing, and will not act on its', or a third party acting on Perth College of Beauty Therapy's behalf, initial decision until the appeals process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed
- 3.8 All students that access Perth College of Beauty Therapy's complaints and appeals process will be provided with written notification of the outcome, including reasons for the outcome and advice on how to appeal the decision, within 10 working days of the complete complaints/appeal being received
- 3.9 Where the complaint or appeals process results in a decision that supports the student, Perth College of Beauty Therapy or a third party acting on Perth College of Beauty Therapy's behalf, Perth College of Beauty Therapy will provide written advice to the affected parties of the outcome and will consider the recommendations and/or complete the corrective actions within 10 working days
- 3.10 Where the complaint or appeals process results in a decision that is not in favor of the student, the student may choose to access Perth College of Beauty Therapy's external appeals process within 10 working days of the internal appeal outcome
- 3.11 Perth College of Beauty Therapy will assist all students with the external appeals process and will provide the student with written acknowledgement that the external appeals process has been activated upon advice from the student
- 3.12 All records of the complaints and appeals process will be filed in the students file. Upon written request, Perth College of Beauty Therapy will allow parties who have used the procedure to access the records of that use, but otherwise keep the records confidential. All records related to the complaint/appeal will be kept for a minimum of 5 years.

#### **4.0 External Complaints/Appeals Guidelines**

- 4.1 Students that are dissatisfied with the outcome of Perth College of Beauty Therapy's internal complaints and appeals process, have the right to access Perth College of Beauty Therapy's external appeals process within 10 working days of the internal appeal outcome. Should a student not make an external appeal within 10 working days of the internal appeal outcome, Perth College of Beauty Therapy's initial decision will be maintained and the College will act on the initial decision
- 4.2 All parties directly involved in the external complaints and appeals process may be accompanied and assisted by a support person at any relevant meeting at their own cost
- 4.3 Perth College of Beauty Therapy's external appeal reviewers are:
  - Independent Tertiary Education Council Australia (Domestic Students)

- Commonwealth Ombudsmen (VET Student Loans and International Students)
- 4.4 The external review is provided at minimum to no cost to students that wish to access it. Where there are appeal application fees involved with the above two mentioned bodies, Perth College of Beauty Therapy will cover 50% of the application fees, with the remaining 50% to be covered by the student, except in the case of VET Student Loans students, where there is no charge to the student.
- 4.5 Perth College of Beauty Therapy will maintain the students' enrolment while the complaints and appeals process is ongoing, and will not act on the initial decision until the appeals process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed
- 4.6 In most cases, the purpose of the external appeals process is to consider whether Perth College of Beauty Therapy or a third party providing services on Perth College of Beauty Therapy's behalf has followed its policies and procedures, not to make a decision in place of Perth College of Beauty Therapy
- 4.7 The outcome of the external appeal is final, however does not remove the right for the student to take further action under Australia's Consumer Protection Laws, pursue other legal action or make a complaint to:
- The National Training Complaints Hotline 13 38 73
  - Australian Skills Quality Authority (ASQA)  
<https://www.asqa.gov.au/complaints> (complaints about information provided by RTO's, the quality of delivery and assessment and qualifications issued or yet to be issued only)
  - Administrative Appeals Tribunal (<http://www.aat.gov.au>)
- 4.8 Where the external complaints or appeals process with ITECA or the Commonwealth Ombudsmen, results in a decision that supports the student, Perth College of Beauty Therapy will provide written advice to the student and any other relevant party of the outcome and will consider the recommendations and/or complete the corrective actions within 10 working days
- 4.9 Where the external complaints or appeals process with ITECA or the Commonwealth Ombudsmen, maintains Perth College of Beauty Therapy's or a third party providing services on Perth College of Beauty Therapy's behalf initial decision, the College will implement the actions as stated in the initial decision
- 4.10 All records of the complaints and appeals process will be filed in the students file. Upon written request, Perth College of Beauty Therapy will allow parties who have used the procedure to access the records of that use, but otherwise keep the records confidential. All records related to the complaint/appeal will be kept for a minimum of 5 years.
- 4.11 Students not satisfied with Perth College of Beauty Therapy's complaints and appeals process can contact the Department via their website [www.employment.gov.au/email-complaints](http://www.employment.gov.au/email-complaints) or phone the National Training Complaints Hotline on 13 38 73

## 5.0 Complaints/Appeals Process

Student Complaints and Appeals Policy

Version: 6.0

Implemented: 30<sup>th</sup> August 2019

To be reviewed: 30<sup>th</sup> August 2021

Responsibility: Campus Manager

RTO Code: 0249, CRICOS Provider Code: 03282E

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- **Informal Stage (Complaint only):** Student advises Student Services Team and attempts to solve the problem with the relevant party identified in point 1.0 of this policy informally.

If the student is satisfied with the outcome, no further action is needed.

If the student is not satisfied with the outcome, progress to step 1.

- **STEP 1 – INTERNAL (Complaint):** Student completes the relevant form (Perth College of Beauty Therapy Complaint Form) with relevant supporting documentation and lodges it with the Campus Manager.

The Campus Manager:

- a) Reviews the case and provides written advice of receiving the complaint within 5 working days of receiving the complete student submission
- b) Schedules a meeting with the relevant parties involved
- c) Within 10 working days of receiving the complete student submission, provides student with outcome, including reasons for the outcome and advice on how to appeal the decision

If the student is satisfied with the outcome, no further action is needed.

If the student is not satisfied with the outcome, progress to step 2.

- **STEP 2 – INTERNAL (Appeals):** Student completes the relevant form (Perth College of Beauty Therapy Internal Appeal Form) with relevant supporting documentation and lodges it with the Chief Executive Officer within 20 working days of Perth College of Beauty Therapy's or a third party providing services on Perth College of Beauty Therapy's behalf's initial decision.

The Chief Executive Officer:

- a) Reviews the case and provides written advice of receiving the appeal within 5 working days of receiving the complete student submission
- b) Schedules a meeting with the relevant parties involved
- c) Within 10 working days of receiving the complete student submission, provides student with outcome, including reasons for the outcome and advice on how to appeal the decision

If the student is satisfied with the outcome, no further action is needed.

If the student is not satisfied with the outcome, progress to step 3.

- **STEP 3 – EXTERNAL (Appeals):** Within 10 working days of receiving the outcome, the student makes an external appeal to the Independent Tertiary Education Council Australia (Domestic Students) or the Commonwealth Ombudsmen (VET Student Loans and International Students) and completes and submits the Perth College of Beauty Therapy External Appeal Form to the

Campus Manager.

The Campus Manager:

- a) Provides ongoing assistance to the student in accessing the College's external appeals process
- b) Provides written advice acknowledging the student's external complaint/appeal within 5 working days
- c) Provides student and other relevant parties with the final outcome, including reasons for the outcome within 10 working days of receiving notification from ITECA or the Commonwealth Ombudsmen

ITECA or the Commonwealth Ombudsmen will review the appeal and inform Perth College of Beauty Therapy and the student of the outcome.

Note that in most cases, the purpose of the external appeals process will be to consider whether Perth College of Beauty Therapy or a third party providing services on Perth College of Beauty Therapy's behalf has followed its policies and procedures, not to make a decision in place of Perth College of Beauty Therapy. ITECA or the Commonwealth Ombudsmen decisions are final however this does not remove the right for the student to take further action under Australia's Consumer Protection Laws or pursue further legal action.

Where the external complaints or appeals process with ITECA or the Commonwealth Ombudsmen results in a decision that supports the student, Perth College of Beauty Therapy will provide written advice to the student and any other relevant party of the outcome and will consider the recommendations and/or complete the corrective actions within 10 working days

Where the external complaints or appeals process with ITECA or the Commonwealth Ombudsmen, maintains Perth College of Beauty Therapy's or a third party providing services on Perth College of Beauty Therapy's behalf's initial decision, the College will implement the actions as stated in the initial decision

**Domestic Students lodging an external appeal should contact ITECA on 1300 421 017**

**VET Student Loans Students and International Students lodging an external appeal should contact the Commonwealth Ombudsmen on 1300 362 072.**