



COMPLAINTS, APPEALS POLICY AND PROCEDURE

The College takes its obligation to ensure that students and staff enjoy a safe working environment seriously. It believes that all people in the College community have the right to learn and teach in a supportive, caring and safe environment without fear of intimidation or being bullied. Every individual in College has the duty to report an incident of bullying, whether it happens to themselves or to another person.

1. Policy

This policy/procedure supports Camberwell College to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Camberwell College will be viewed as an opportunity for improvement. Camberwell College conducts the assessment of the complaint or appeal in a professional, fair and transparent manner.

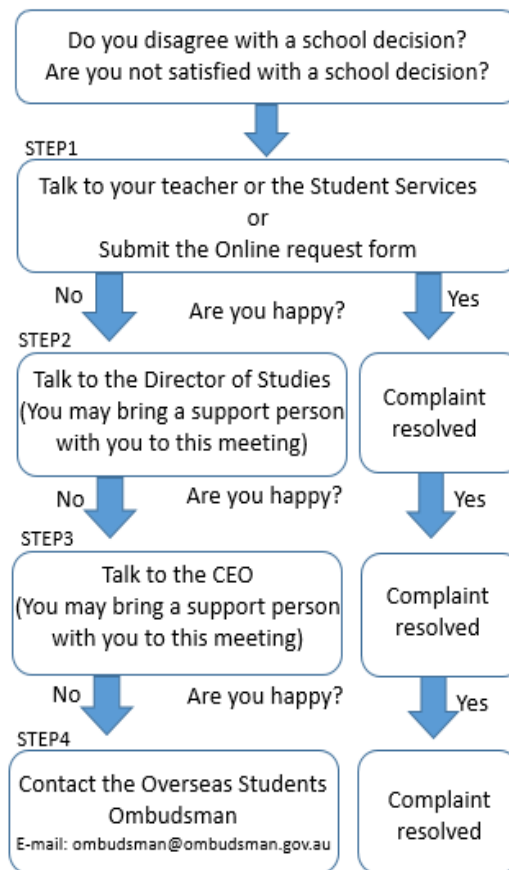
Despite all efforts of Camberwell College to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student (unless referred to a third party; see procedure for more details).

2. Procedure

The complaints and appeals policy and procedure and applicable form is made available to all students and potential students by directly contacting Camberwell College, through Camberwell College website, within the student orientation and the student information handbook.

2.1 General Complaints

Where possible all non-formal attempts will be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student's issue. A flowchart has been made to simplify the Complaint and Appeal procedure. With the purpose to accessible to all students, this flowchart is displayed in every class and in the common areas.



*Ombudsman: www.oso.gov.au to access their Complaints and Appeals mechanisms (This is a free service)
E-mail: ombudsman@ombudsman.gov.au(you may bring a support person with you to this meeting)

- Any student, potential student, or third party may submit a formal complaint to Camberwell College with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration at Camberwell College.
- All formally submitted complaints or appeals are submitted to the Student Administration.
Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant
 - Nature of complaint
 - Date of the event which lead to the complaint



- Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant
 - Description of complaint/appeal
 - Determined Resolution
 - Date of Resolution
- A student may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- Camberwell College will make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Once a decision has been reached, Camberwell College will be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students will also be notified that they have the right of appeal.
To appeal a decision Camberwell College must receive, in writing, grounds of the appeal.
Students are referred to the appeals procedure.
- Camberwell College will ensure the immediate action on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, Camberwell College must immediately implement any decision and/or corrective and preventative action that is required and advise the student of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by Student Administration and on the students file.

2.2 Appealing a Decision – Internal Appeals

All students have the right to appeal decisions made by Camberwell College where reasonable grounds can be established. The areas in which a student may appeal a decision made by Camberwell College may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion/decision that is made after a complaint has been dealt with by Camberwell College in the first instance.
- To activate the appeal process, the student must complete a 'Complaints and Appeals Form' which will include a summary of the grounds on which the appeal is based. If the student feels the decision is unfair then the reason must be clearly explained. The Student Administration can help and support with this process.
- Camberwell College will then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- Camberwell College will ensure that action is taken immediately on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures will be followed:



General appeals

1. Where a student has appealed a decision or outcome of a formal complaint they are required to notify Camberwell College in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
2. The appeal must be submitted to the Student Administration and they will ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
3. Camberwell College will be notified and will seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
4. The student will be notified in writing of the outcome with reasons for the decisions within 10 working days of concluding the internal review, and the 'Complaints and Appeals Register' updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Camberwell College if they wish to proceed with the external appeals process.

Assessment appeals

1. Where a student wishes to appeal an assessment they are required to notify their teacher first. Where appropriate the teacher may decide to re-assess the student to ensure a fair and equitable decision is gained. The teacher will complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
2. If this is still not to the student's satisfaction, the student can formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They should submit it to the student administrations department and the appeal will be entered into the 'Complaints and Appeals Register.'
3. The DOS will be notified and will seek details from the teacher involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party will be another teacher appointed by the DOS.
4. The student will be notified in writing of the outcome with reasons for the decision within 10 working days of concluding the internal review, and the 'Complaints and Appeals Register' updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Camberwell College if they wish to proceed with the external appeals process

2.3 Further steps & information – External Appeals

International Students External Appeal

In addition to the above processes International students enrolled with Camberwell College can lodge an external appeal with the Commonwealth Overseas Students Ombudsman. Contact details for the Overseas Students Ombudsman are available from www.oso.gov.au



Organisation:	Overseas Student Ombudsman (http://www.oso.gov.au/)
Contact point:	Email: ombudsman@ombudsman.gov.au Call: 1300 362 072 (within Australia)
	Outside Australia call +61 2 6276 0111. Enquiries 9 am to 5 pm Monday to Friday (AEDT) Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123. Postal: GPO Box 442 Canberra ACT 2601.

- Where Camberwell College is informed that the student has accessed external appeals processes Camberwell College will maintain a student's enrolment until the external appeal process is finalised.
- Camberwell College will comply with the findings of the external appeals process
- Where a decision or outcome is in favour of the student Camberwell College shall follow the required action and recommendation from The Overseas Ombudsman to satisfy the student's grievance as soon as practicable.
- The decision of this independent mediator is final and any further action the student wishes to take is outside Camberwell College policies and procedures. The student will be referred to the appropriate government agencies by Camberwell College.

Further Steps

If a student is still dissatisfied with the decision of Camberwell College, they may wish to seek legal advice or place a complaint about Camberwell College to ASQA directly by completing the [online complaint form](#):
(Please be aware that ASQA does not act in a mediation capacity).

Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed Camberwell College formal complaints procedure, and
- Camberwell College response.

ASQA's processes require the student to identify themselves to ASQA as a complainant, although they may request to keep the identity confidential throughout any investigation.

Australian Skills Quality Authority - Ph: 1300 701 801 - Website: www.asqa.gov.au

Melbourne—452 Flinders St, Melbourne VIC 3000

Brisbane—Level 7, 215 Adelaide Street

Sydney— Level 9, 260 Elizabeth Street, Surry Hills

Canberra— Level 5, 64 Northbourne Avenue Canberra City

Perth—Level 11, 250 St Georges Terrace

Adelaide—Level 13, 115 Grenfell Street

Hobart — Level 5, 2-8 Kirksway Place, Battery Point TAS 7004