

A011 COMPLAINTS AND APPEALS POLICY (STUDENT RELATED MATTERS)

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Implementation & Review: SAIBT/CELUSA Executive

Superseded Documents: A011 Academic Complaints, 03/04/2008
C002 Non Academic Grievances, 21/08/2007

Related Documents: Glossary of Terms
Non-Academic Appeals Procedure
Academic Appeals Procedure

Any person who requires assistance in understanding any aspect of this document should contact the Quality & Compliance Officer

1 Purpose

This policy details CELUSA and SAIBT's commitment to the provision of proper and fair avenues of redress for student concerns.

2 Legislation

This policy and related procedure document complies with the requirements of the *Cth Higher Education Support Act (2003)*, and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*.

3 Scope

The principles contained within this policy apply to all complaints and appeals by students and those seeking to enrol in any of the programs operated by South Australian Institute of Business and Technology Pty. Ltd., trading as the South Australian Institute of Business and Technology (SAIBT) and the Centre for English Language in the University of South Australia (CELUSA). This policy does not apply to IELTS-related complaints, which are dealt with according to IDP-IELTS Australia guidelines.

4 Definitions

Complainant: The person lodging the complaint or appeal.

Respondent: The person responding to the complaint or appeal.

Academic Appeal: Any appeal relating to an academic matter, such as attendance, grades, intervention strategy, academic misconduct, etc.

Non-Academic Appeal: Any appeal relating to a non-academic matter, such as request for transfer, refund, etc.

Appeals Committee: A sub-committee of the SAIBT/CELUSA Academic Board established to consider formal, written appeals in accordance with the complaints and appeals policies.

5 Policy Principles

All complaints and appeals will be treated seriously and dealt with promptly, impartially, sensitively and confidentially. To protect the rights of both the complainant and the respondent, the following principles will be observed:

- 5.1 The consideration of complaints and appeals will be dealt with according to principles of procedural fairness and natural justice which respect the right of a complainant to be heard by an impartial party.
- 5.2 Attempts will be made to resolve complaints and appeals with and by the person(s) involved.
- 5.3 Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints process.
- 5.4 This complaints process does not restrict a person's right to pursue other legal remedies.
- 5.5 Complainants and/or respondents have the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person other than a qualified legal practitioner) if they so desire.
- 5.6 All communications arising from the complaints process, together with the proceedings of the Appeals Committee, will remain confidential, except to the extent necessary to give effect to this policy.
- 5.7 Where the appeal relates to the suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal.
- 5.8 At all stages of the process, reasons and a full explanation for decisions and actions taken as part of the procedures will be given in writing if so requested by the complainant or respondent.
- 5.9 A complainant is entitled to access the appeals procedures regardless of the location of the campus at which the complaint has arisen, the complainant's place of residence, or the mode in which they study.

6 Responsibilities

The table below sets out the responsibilities of positions/areas in relation to the *Complaints and Appeals Policy*:

POSITION/AREA	RESPONSIBILITY
Director SAIBT/CELUSA	Ensure all staff are aware of and understand the principles expressed in this policy.
Respondents	Ensure all appeals are assessed in the spirit of the principles expressed in this policy, and in accordance with the related policies.
Complainants	Be aware of and understand the principles expressed in this policy. Lodge appeals in accordance with the related policies.

7 Communication

- Students will be informed of this policy at orientation and via the policy and forms page of the SAIBT and CELUSA websites.
- All staff will be informed of this policy at induction