

Complaints & Appeals Policy

Policy Statement

Industry Pathways is committed to undertake all necessary actions to resolve student complaints, grievances and appeals relating to both academic and non-academic matters in a fair and expeditious manner. This policy may also be applied to persons seeking to enrol in a course of study with Industry Pathways.

Purpose

Industry Pathways has developed this complaint and appeals policy to:

- Reassure students that any disputes or complaints will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution;
- Ensure that students have a clear understanding of the steps involved in Industry Pathways complaint and appeals policy; and,
- Provide independent authorities who may assist in the event of a complaint or appeal with relevant information regarding the company's complaint and appeals process.

Aims

The aims of this policy are to ensure that:

- All students are aware of the Industry Pathways Complaints and Appeals Procedure and their right to take their complaint or appeal to the National VET Regulator if they wish to do so;
- All complaints and appeals received will be given consideration with full attention to details with the objective of an amicable settlement to all parties concerned;
- Resolution to any complaint or appeal between aggrieved parties will be addressed informally and/or formally, and in an open and trusting environment; and,
- All appeals must be lodged in writing and the complainant will be notified in writing of the outcome and the reasons for that outcome within ten (10) business days.

Scope

This policy applies to all Industry Pathways students, staff, contractors & partners.

In the event that a student has a grievance concerning any matter in relation to Industry Pathways staff, other students or procedures, there is a process in place to ensure that the grievance can be resolved amicably. Students have access to a complaints and appeal procedure if they feel they have been unjustly treated or have a serious complaint.

A student and/or provider may be assisted or accompanied by a support person regardless of the nature of the grievance or complaint.

Academic Appeal

Industry Pathways seeks to prevent appeals by ensuring that students are satisfied with their course and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any Assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Appeals must be made within ten (10) business days of receipt of assessment.

Independent Review

If after the review of the students' complaint/appeal by the management of Industry Pathways has not resulted in the matter being resolved, the student has the right to request Industry Pathways to have a review of their complaint by a third-party independent of the RTO. There will be a cost involved which is payable by the student. The RTO will arrange an appropriate third-party independent to review the complaint and provide their recommendations. This independent person will be selected based upon having management experience within vocational education and no prior knowledge of the details pertaining to the complaint/appeal. To assist with maintain independence the person will not be in receipt of payment for any other services apart from the reviewing of complaints and/or appeals.

Industry Pathways will maintain during the review the status of the student's enrolment as it was at the time of Industry Pathways receiving the notification from the student of the complaint/appeal however, this does not exclude Industry Pathways from reserving the right to suspend a student from attending class or visiting the Industry Pathways sites if that is considered necessary during this period.

If a student submits simultaneously a cancellation request and a complaint/appeal then the cancellation will be actioned immediately unless the complaint/appeal states to the contrary.

All records of any appeals will be kept on file.

Definitions

Appeal:

An Appeal is a request for the reconsideration of a decision that has already been made. An Appeal can only be made by the person that the original decision affected.

Complaint:

A Complaint is the formal communication of dissatisfaction with a product or service provided by the Industry Pathways

Related Documents

Complaints & Appeals Procedure

Complaints and appeals form