

Department	Vocational Education & Training	
Quality Controlled Document No. & Title	8.0	Student Complaints and Appeals Policy
Version	2.0	
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Author	RTO CEO	
Approved	RTO CEO	
Authorised	RTO Academic Board	
Distribution	Internal	RTO Staff RTO Students
	External	Prospective Clients

1.0 Policy Overview

This policy is produced in the context of the Hampton College's commitment to quality programs and Student welfare. Accordingly, this policy should be seen as complementing and consistent with all other student policies developed and implemented by Hampton College. In particular, this policy focuses on establishing mechanisms to address any complaints by students, whether they be prospective, currently enrolled or former students. Hampton College is committed to resolving complaints efficiently and ensuring that the outcomes are consistent, fair and just.

Hampton College provides all students with the opportunity to have decisions made by Hampton College reviewed and appealed, and for complaints to be lodged, reviewed and resolved. Hampton College's procedures for dealing with complaints and appeals are founded on the principles of fairness, equal opportunity and natural justice. It is Hampton College's intention that all students feel supported and engage in a fair learning environment.

Accordingly, Hampton College's complaints and appeals procedures must ensure that:

- the complaints and appeals process is accessible to students
- the process is fair, impartial and transparent
- outcomes and decisions are consistent where circumstances are comparable
- privacy of all concerned is respected and confidentiality maintained
- all complaints and appeals are dealt with, and resolved, as expeditiously as possible
- records are maintained for a period of no less than two years after the student enrolment ceased.

It is a condition of employment that all staff adhere to the requirements of Hampton College's Complaints and Appeals Policy and Procedure. It is also a requirement of enrolment that all students abide by Hampton College's Complaints and Appeals Policy and Procedure. As such, it is expected that all staff and students affected by a complaint and/or appeal participate in the resolution process in a cooperative manner and in good faith. Where a staff member or student is determined not to be cooperative and/or not acting in good faith, then Hampton College reserves the right to take the appropriate disciplinary action.

Where a student wishes Hampton College to reconsider a decision, then Hampton College shall engage the services of the Dispute Resolution Centre (DRC) to review the student's complaint and/or appeal, and Hampton College's decision(s) relating to the student's application. Hampton College, the student, and/or their representative are expected to engage in mediation meetings. Hampton College policy is that Hampton College and the student shall be bound by DRC's decision.

Students who are not satisfied with the outcome of the complaint and appeal process may still lodge a complaint with an external agency, such as the Ombudsman or Consumer Affairs. Hampton College's policy and procedure does not preclude any student from seeking redress in accordance with all applicable laws.

Complaints and/or Appeals may occur because of decisions made by Hampton College with regards, but not limited, to the following:

- Admission, enrolment, transfer and withdrawal.
- Appeal of an assessment result.
- The quality of training provided (e.g., trainer performance, access to facilities and resources).
- Support services.
- Request for special consideration.
- Reporting unsatisfactory progress.
- Failure to meet attendance requirements.
- Refuting of evidence provided by students relating to non-academic requirements (e.g., medical certificate).
- Student disciplinary action (e.g., cheating and plagiarism).
- Fees and charges.
- Bullying.
- Discrimination.
- Harassment.
- Privacy and confidentiality.

Any other matter, relating to their participation in training with Hampton College, that a student believes is having an adverse impact on their ability to meet course requirements, and/or their health and wellbeing

2.0 Student Complaint and Appeal Procedure

1. Inform Hampton College staff.	In the first instance, if appropriate, all students are encouraged to discuss their concerns or issues informally with a Hampton College staff member. Students may approach their trainer, the Student Support and Careers Manager (SSCM), the RTO Manager, or Hampton College's CEO.
2. Lodge a Complaint and/or Appeal.	Should a student's concerns or issues not be able to be resolved informally, then the student will need to lodge a formal complaint and/or appeal with Hampton College's CEO. Students may access the required Complaint and Appeal Form from Hampton College's website or student administration. The Form should be completed and lodged with Hampton College's CEO as soon as practicable. Should the student consider it inappropriate that Hampton College's CEO investigate the complaint and/or appeal, then this will need to be noted on the Complaint and Appeal Form, and the student will be advised of appropriate external agencies which they may approach. Irrespective, all complaints and/or appeals will be considered and investigated by Hampton College's CEO. Should the nature of the concerns or issues involve a possible criminal offence, then students are advised to contact Police and/or seek legal advice. The student's application details shall be entered on the Hampton College's Complaints and Appeals Register. All Forms and any supporting documents shall be kept in the student's file. At all times, all information shall be treated in accordance with Hampton College Privacy and Records Management policies.
3. The Student Complaint and/or Appeal is investigated.	All formal complaints and appeals shall be considered by Hampton College's CEO. Where warranted, the CEO shall investigate the complaint and/or appeal. The investigation must allow the student to provide any relevant information and evidence either in writing or verbally. Students will be permitted to engage support when presenting information and evidence.
4. Outcome.	It is intended that all formal complaints and appeals be investigated and the student informed, in writing, of the outcome of their application, and detailed reasons for the decision, within 10 working days from the date when the complaint and/or appeal was received by Institute. Where more time is required, then the student shall be informed in writing, where a date must be provided as to when the student shall be informed of the outcome of their application. Any extension in time should not exceed an additional 20 working days.). A copy of all correspondence shall be kept in the student's file. Details of the outcome of the student's application shall be recorded on the RTO's Complaints and Appeals Register.
5. Reconsideration – Independent Review.	Where a student is not satisfied with the outcome of their application, then they may, within 15 working days, request that their application be reconsidered. The student may make such an application by responding to Hampton College's notification of the outcome of their application. Student must provide an explanation of the grounds on which they are requesting a reconsideration, which may include additional information and/or evidence. Hampton College shall engage the services of a State Government approved Dispute Resolution Centre (DRC) to review the student's complaint and/or appeal, and the Institute's decision(s) relating to the application. The Institute's CEO, the student, and/or their representative are expected to engage in mediation meetings. Dispute Resolution Centres are free dispute resolution services to all Queenslanders. For further information and access to a DRC, visit the Queensland Government Website.
6. Reconsideration Outcome.	Hampton College and the student agree to be bound by the decision of the DRC. Should the student not be satisfied with the outcome of the reconsideration process, then may seek legal advice. The student shall retain the right to take action under the Australian Law. All records shall be kept in the student's file. Details of the outcome of the student's reconsideration application shall be recorded on the RTO's Complaints and Appeals Register.
7. Continuous Improvement.	Where appropriate, Hampton College shall review the relevant training and assessment services, and/or RTO management and operational practices, in order to implement change to minimise the risk of reoccurrence of similar complaints and/or appeals. Where changes are implemented, then these shall be recorded in Hampton College's Continuous Improvement Register.

Student Complaints & Appeals Form

Instructions to Applicant

- (1) Complete this form and submit to the RTO Manager or Administration as soon as possible.
- (2) Clearly state the nature of your complaint and, if appropriate, indicate what evidence you have to support your claim.
- (3) All complaints will be treated seriously, and you may be required to discuss the complaint with senior members of staff.
- (4) You will be formally notified of the outcome of your complaint.

Surname		Given Names		Student ID	
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Describe your complaint / appeal

What action have you taken to try and resolve this complaint / appeal?

Do you have a suggested remedy to the problem?

I hereby declare that the information provided on this form is true and correct.

Student's Signature Date/...../.....

Hampton College CEO's Signature Date/...../.....

☐ Submit via mail

☐ Submit via email:
info@hamptoncollege.edu.au

☐ Submit in person: