

 ELEVARE INTERNATIONAL COLLEGE	Business Manual Policy	
	No: 01.02.	Rev: 1
	Complaints and Appeals Policy	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

Complaints and Appeals Policy

Overview

The purpose of this policy is to outline Elevare International College's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community.

SCOPE

This policy is designed to provide a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

APPLICABILITY

This document is applicable to the following areas:

☒ All Company Activities

ABBREVIATIONS

ABBR	Meaning
BM	Business Manual
OSHC	Overseas Student Health Cover
IAW	In Accordance With
RTO	Registered Training Organisation

DEFINITIONS

Term	Meaning
Policy	Deliberate statement of intent pertaining to a specific function within Elevare International College

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REFERENCE DOCUMENTATION

EXTERNAL AND INTERNAL NON FEBM DOCUMENTATION

	Document Reference	Document Title
[1]	ASQA	Outcome Standards
[2]	ASQA	https://www.asqa.gov.au/complaints
[3]	National Training Complaints Hotline	ntch@education.gov.au
[4]		

RELATED BM POLICIES AND PLANS

	BM Number	Document Title	Previous Number(s)
[5]			
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[8]			

RELATED BM PROCEDURES AND INSTRUCTIONS

	BM Number	Document Title	Previous Number(s)
[9]	01.03.	Complaints and Appeals Procedure	
[10]			

RELATED BM FORMS

	BM Number	Document Title	Previous Number(s)
[11]	01.05.	Complaints & Appeals Form	
[12]	01.05.	Appeals Letter	
[13]	01.05.	Complaint & non appeals letter	
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1. INTRODUCTION

1. Nature of complaints and appeals

- Elevare International College responds to all allegations involving the conduct of:
 - Elevare International College, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of Elevare International College and including education agents.
- Any student or client of Elevare International College.
- Complaints may be made in relation to any of Elevare International College's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training/teaching and assessment provided
 - training/teaching and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Elevare International College to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Elevare International College

2. Principles of resolution

Elevare International College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Elevare International College ensures that complaints and appeals:

- Are responded to in a professional, consistent and transparent manner.
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

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- Elevare International College will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to Elevare International College, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

1. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Elevare International College's head office, attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable Elevare International College to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

2. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

3. Resolution of complaints and appeals

- Some or all members of the management team of Elevare International College will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

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- Where a third-party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - For domestic students that choose to access this policy and procedure, Elevare International College will maintain the student's enrolment while the complaints and appeals process is ongoing.
 - For international students, Elevare International College will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Elevare International College maintains the student's enrolment as follows:
 - If the appeal is against Elevare International College's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Elevare International College's decision to report.
 - If the appeal is against Elevare International College's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Elevare International College will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

4. Independent Parties

- Elevare International College acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Elevare International College.
 - Students may also access the external complaint avenues indicated below free of charge.
 - Elevare International College will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

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- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Elevare International College.

5. External complaint avenues

- Complaints can also be made via the following avenues:
- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: ntch@education.gov.au

- Australian Skills Quality Authority (ASQA):
Complainants may also complain to Elevare International College’s registering body, Australian Skills Quality Authority (ASQA). However, ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA uses information from all complaints as intelligence to inform regulatory activities and will generally refer students to another organisation for resolution of complaints.
For more information, refer to the relevant webpage below before making a complaint to ASQA:
<https://www.asqa.gov.au/complaints>

6. Records of complaints and appeals

Elevare International College will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

7. Publication

This policy and procedure will be published in the Student Handbook and on Elevare International College’s website.

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