COMPLAINTS AND APPEALS POLICY AND PROCEDURES

Intent and objectives

Evocca is committed to ensuring the highest quality support for our students. This extends to our students being able to provide information and concerns to staff, and be expected to have them acknowledged and investigated. The intent of this document is to communicate the complaints and appeals processes, and provide provision regarding corrective actions.

Related Policy and Procedures and Associated Documents

- Australian Privacy Principles
- Australian Consumer Law

Related Functions

- Compliance with all relevant Legislation
- Evocca College Refund Policy and Procedure
- VET FEE-HELP Re-crediting and Review Policy and Procedure
- Freedom of Information Policy and Procedure
- Evocca Workplace Training Refund Policy and Procedure

Scope

The Code applies to all staff, contractors, and other personnel employed with Evocca. Evocca will provide students with access to a clear and consistent complaints and appeals process. Our staff will communicate an individual’s rights, the RTO responsibilities and provide acknowledgement of any concerns as they arise. All staff will also ensure that a student does not feel intimidated or victimised for the lodgement of a complaint or appeal.

Exclusions

Not applicable
Procedures

1. Complaints Handling

EVOCCA College is committed to developing and maintaining an effective, timely, fair and equitable complaint handling system which is easily accessible to all complainants. A complaint can be defined as a person’s expression of dissatisfaction with any aspect of EVOCCA College’s services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction/orientation process
- the quality of education provided
- academic issues, including student progress, assessment, curriculum and awards in a VET course of study
- handling of personal information and access to personal records
- the way someone has been treated.

Evocca will ensure that a student is kept informed of the process and outcomes during the complaints and/or appeals process.

Evocca will investigate any complaints or appeal lodged for any of our business operations and/or third parties working under the auspices of Evocca.

Formal complaints must be submitted in writing marked to the attention of:

Compliance Team
3 Westmoreland Blvd
SPRINGWOOD QLD 4127

- All complaints will be acknowledged within 24 hours.
- The complaint handling process commences upon receipt of a formal complaint and all reasonable measures are taken to finalise the process within 7 working days.
- If the complainant is dissatisfied with the outcome of a formal complaint they may escalate it further.
- Complaints lodged of a non-academic nature will be dealt with via the Branch Managers and/or Faculty Managers and escalated where an outcome cannot be achieved.
- Complaints of an academic nature will be escalated to the National Faculty Manager for consideration with the Chief Academic Officer, where relevant.
- Financial complaints and appeals (see also refund policy and VFH re-credit policy) will be provided with information pertaining to the next level of review, this includes:
  - If you wish to further appeal this decision you may lodge an appeal with the AAT. The current fee to lodge an application with the AAT for the review of a decision is $861 (GST exempt) (as at 12 November 2013). Please refer to the AAT website for contact details of the nearest AAT location or Phone: (07) 3361 3000 / 1300 366 700
2. Complaint Process

- Initiate complaint process (as above)
- Investigate complaint
  - Acknowledge the complaint and investigate the matter with all concerned parties within 7 days – receipt must be sent to the student
  - For complaints regarding assessment, organise remarking or reassessment as necessary
  - For non-assessment complaints, ensure that the investigation is appropriate to the nature and seriousness of the complaint, calling on external investigators if necessary
  - In all cases the investigation is to be conducted, fairly, openly, and impartially.
  - Where Evocca considers that more than 60 working days are required, notification will be sent to the student, and Evocca will regularly update the student of progress.
- Resolve complaint
  - Respond within 10 days with results of the investigation
  - Ensure that results of the investigation include any corrective action necessary to prevent similar complaints, and ensure that the changes are implemented
  - Advise all parties of the complaints process and/or any external organisations that may assist, e.g. police, Counselling Organisations, Consumer Affairs etc. if the complaint is unresolved.
- Update records. See Complaints Register.

3. Appeals Process

- Initiate appeal process
  - The student lodges an appeal directly to the Compliance Department within 21 days of being advised of the outcome of a decision, complaint or assessment.
- Resolve appeal
  - Acknowledge the appeal and alert all concerned parties within 7 days – receipt must be sent to the student
  - For appeals regarding assessment, organise remarking or reassessment acceptable to all parties to the appeal. Either the National Compliance Manager or the appellant may seek reassessment, mediation or arbitration by a 3rd party/panel that is acceptable to all parties
  - For non-assessment appeals, first meet all parties to seek conciliation. If unsuccessful, refer the matter to a 3rd party/panel acceptable to all parties
  - In all cases the appeal is to be conducted, fairly, openly, and impartially.
- Notify appeal decision
  - Report the results of the appeal and any corrective action to be taken to all concerned parties
  - Advise all parties of any external Organisations that may assist, e.g. Police, Counselling Organisations, Consumer Affairs etc. if the appeal is unresolved.
- Update records. See Appeals Register, and Assessment Appeal Register.
4. Corrective Action

- Monitor the area of complaint or appeal to ensure that corrective action is taken and the problem resolved, any changes are implemented and that there is no recurrence of the problem.