



Complaints & Appeals Procedure

Policy

Unique International College is committed to creating a positive and friendly study environment that is free of harassment, coercion and unfair treatment. In order to assist in achieving this, Unique International College has developed an easily accessible, inexpensive and independent complaints and appeals process that is available for all students, trainers, assessors, other staff or third parties.

All complaints and appeals will be handled with care, fairness, professionalism, and independence which will assist in creating a positive student environment and exceed client service standards for all Unique International College students, trainers, assessors, other staff or third parties. Unique International College will make prompt decisions within the timelines specified in this policy.

Definitions

- **Complaint** – A complaint is dissatisfaction with a *treatment or service* made by Unique International College. Examples of complaints include, but are not limited to:
 - Complaint of the service given by Unique International College trainers, assessors, other staff or third parties.
 - Complaint of the state of classroom facilities and resources
- **Academic Grievance** – Grievance/s which relate to student progress, assessment, curriculum and awards in course in a course of study
- **Non-Academic Grievance** – Grievance/s which do not relate to students progress, assessment, curriculum and awards in a course of study. Non-Academic Grievances include complaints in relation to the following:
 - Discrimination
 - Unfairness and injustice
 - Vilification
 - Sexual harassment
 - Other forms of harassment
 - Student amenities
 - Complaints in relation to personal information that the provider holds in relation to the student
 - General complaints including dissatisfaction with services
 - Complaints about financial matters
 - Fines and payments, application procedures, exclusion from events and facilities and the use or misuse of personal information
- **Appeal - An appeal** is dissatisfaction with a *decision* made by Unique International College. Examples of appeals include, but are not limited to:
 - Appeal of Unique International College's Intention to report a student to the Department of Immigration and Border Protection for non compliance of a visa condition
 - Appeal of an assessment decision made by an assessor
 - Appeal of Unique International College's decision not to provide a refund to a student
 - Appeal of Unique International College's decision not to approve an application to transfer college's
 - Appeal of Unique International College's decision not to approve a suspension of studies, cancellation or deferment application

All Grievances are managed fairly, equitably and as efficiently as possible. Unique International College will adhere to the following general principles that will apply to all stages of this grievance procedure:

SMP 119 Student Complaints and Appeals Procedure
Version 2.4

Implemented: October 2015

To be reviewed: October 2016

Responsibility: Chief Executive Officer

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Unique International College

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Level 1, 60 South Street Granville
NSW Australia, 2142

The complainant and any respondent will have the opportunity to present their case at each stage of procedure. The complainant and any respondent have the option of being accompanied/ assessed by a Support person if they desire.

Unique International College will maintain student's enrolment while the complaints and appeals process is ongoing

The complainant and any respondent will not be discriminated or victimised. At all stages of the process, discussion relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or any respondent if requested.

Record Keeping

All complaints and grievances, where the complainant was satisfied with the outcome and the complaint was resolved within 5-7 days period, would only be kept for a period of 3 months.

Complaints and grievances will be kept for a period of five years, where the complainant was not satisfied with the outcome of the resolution and therefore, applied for internal or external review or where the complaint related to a serious matter such as sexual harassment by a UIC staff towards a student. These records will be kept strictly confidential and stored at Unique International College, Level 1, 60 South Street, and Granville NSW 2142.

1.0 Grievance Procedure

Stages of complaints/Grievance

1.1 Stage 1

Formal grievance should be submitted in writing to the Unique International College's department manager/head or the complaint handling manager at Level 1, 60 South Street, Granville NSW 2142. The complainant is invited to include suggestions about how the grievance might be resolved.

The College's department manager/head or the complaint handling manager will then assess the grievance, determine the outcome and advise the complainant in writing of their decision within 1 to 10 working days.

The complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of stage one.

1.2 Stage 2

If the complainant is not satisfied with the outcome of stage one they may lodge an appeal in writing with the Chief Executive Officer (CEO) at unique International College, Level 1, 60 South Street, Granville NSW 2142.

The Complainant's appeal will be determined by the Chief Executive Officer (CEO) who will conduct all necessary consultation with the complainant and other relevant persons and make a determination of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decisions within 1 to 10 working days.

The complainant will be advised of their right to progress to Stage three of the grievance procedure if they consider the matter unresolved.



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1.3 Stage 3

If the complainant is not satisfied with the outcome of their appeal then an independent mediator will be sourced by Unique International through LEADR, the Association of dispute Resolvers. Costs of such mediation will be shared equally by Unique International College and the Complainant. The cost of external mediation that is to be shared equally is \$440 inclusive GST. If the complainant remains unsatisfied with the outcome of the mediator's decision, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: <http://www.asqa.gov.au/complainant/making-a-complaint.html>.

The availability of UIC's complaints and appeals processes, does not remove the right of you to take action under Australia's consumer protection laws.

1.4 Remedial action

Unique International College agrees to be bound the recommendations arising from any external review of the complaint and the CEO will ensure that any recommendations made are implemented within 30 days of receipt of the recommendations.

1.5 Student Privacy

Aggrieved student/s must be identified for formal proceeding to commence under the grievance policy and procedure. Unique International College acknowledge and respects the privacy of students. It is required under the Privacy Act 1988 to comply with the information privacy principles in respect of the collection, use and disclosure of personal information from individuals. Records of all, grievances, applications for review of decisions and outcomes of the grievance process are kept for a period of five years. These records are kept strictly confidential and securely onsite. All students are able to access their personal information held by Unique College under the Freedom of information Act 1982.

1.6 Publication

This Student Grievance Policy and Procedure (Academic and Non-Academic) will be made available to students and those seeking to enrol Unique International College through publication on the website (www.uniquecollege.com.au) and in the student Handbook.

Related Form

SMD 109 Complaint Form
SMD 111 Complaint and Appeal Feedback
SMD 176 Appeal Form