



Axis Institute is the trading name of Manigram Pty Ltd
ABN 37134396320 | RTO 41228 | CRICOS 03640K
www.axisinstitute.edu.au

Complaints and Appeals Policy and Procedure



The background of the page features a large, light gray graphic of the letter 'A'. It has a thick, light gray stroke and a white center. To the right of the 'A', there is a solid orange circle.

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Version Control

Date	Version	Changes made	Author
23 Nov 2018	V1.0	Released for approval	Compliance Officer
23 May 2019	V1.1	Updated policy and procedures in line with the National Code 2018	Compliance Officer
10 Jan 2020	V1.2	Updated Procedure	Compliance Officer
Feb 2022	V1.3	Policy reviewed and refreshed	Compliance Officer

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1. Purpose

The purpose of this policy is to manage and respond to complaints and appeals for all academic and non-academic matters in efficient, transparent and timely manner.

2. Scope

This policy covers allegations involving the conduct of the RTO, its trainers, assessors and other staff members including the education agents and third party. Both students (domestic and international) and staff studying and working in different states in Australia can access this policy.

3. Responsibility

Responsibility to implement this policy is distributed amongst different personnel at Axis Institute. The RTO Manager is responsible for the development, review, update and maintaining the Complaint and Appeal Register. The Student Services Officer and Marketing Manager ensure that the policy is easily accessed by the students through website and range of other documents.

4. Compliance/legislation

reference	requirement
Standard 6 of the SRTOs 2015	Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively
The National Code 2018 Standard 8	The registered provider must have and implement a documented integrated complaint handling and appeals process and policy, and provide overseas student with comprehensive, free and easily accessible information about that process and policy

5. Definition

- **Academic Matters-** student progress, assessment, curriculum and awards
- **Non-Academic Matters-** including but not limited to those related to personal information; financial matters; conduct of Axis Institute itself, its trainers, assessors or other staff and/or agents; and enrolment matters.
- **Informal Complaint-** informal discussion between a complainant and a member of the Institute.
- **Formal Complaint-** A written statement from a complainant lodged with Axis Institute
- **Appeal-** A review of the outcome of a formal complaint by Axis Institute
- **External Body Review-** organisation external to and independent of Axis Institute who can review and consider a decision Axis Institute has made regarding a formal complaint or appeal

- **Complainant**- Anyone making a complaint or raising a grievance with Axis Institute and accessing the complaints and appeals process.
- **Appellant** – person lodging an appeal.

6. Policy

The Institute undertakes to ensure that:

1. All disputes, complaints and appeals will be handled professionally, equitably, confidentially and in a timely manner, with a view to achieving satisfactory resolution;
2. All parties will have a clear understanding of the steps involved in the Complaints and Appeals procedure, prior to and during the carrying out of the procedure;
3. Prospective students are provided with a copy of the Complaints and Appeals Policy and Procedure document before making a contract to enroll, and again at course commencement;
4. There is no cost for a student to lodge an internal complaint or an appeal.

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Axis Institute teaching and administrative staff are available to assist students to resolve their issues at this level.

At all stages of the process, discussions relating to complaints, 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/appellant. Decisions will be made based on but not limited to current Government Legislation, Standards for RTOs 2015, Axis Institute Policies and Procedures and, where applicable, The Rules of Evidence and The Principles of Assessment, providing a written report to the complainant/appellant within 20 working days, on the steps that will be taken to address the issue, clearly stating the reasons for the decision.

Complaints and Appeals Records

The Compliance Manager will maintain records of all complaints and appeals and their outcomes.

The Compliance Manager will bring complaints and appeals at Axis Institute Management meetings, identifying potential causes of complaints and appeals, the action/s taken to eliminate or mitigate the likelihood of reoccurrence.

All complaints and appeals paperwork is kept by the RTO Manager in the Complaints and Appeals file and entered on the Complaints and Appeals Register.

7. Procedure

The following procedure outlines the four stages in the complaints and appeals process. If a student chooses to access the complaints and appeals processes, Axis Institute will maintain the student's enrolment while the complaints/appeals process is being undertaken.

Axis Institute will respond to any complaint or appeal the complainant/appellant makes regarding his or her dealings with Axis Institute, Axis Institute's Education Agents or any related party Axis Institute has an arrangement with to deliver the overseas students course or related services.

4.1 Stage One: Informal Complaint

1. Any person wishing to make a complaint may do so in an informal manner by requesting to speak with any member of the Axis Institute staff including trainers, administrative staff or a member of the management team. The complaint may bring a support person to accompany them to discuss their grievance.
2. Should the complainant feel that their grievance is not satisfactorily resolved, they may submit their complaint formally in writing.

4.2 Stage Two: Formal Complaint

1. If complainants are dissatisfied with the results of the informal discussions, they can make a formal complaint by submitting a Complaint and Appeals Form. This form is available on Axis Institute's website under "Downloads" or complainants can request a copy from Axis Institute's Student Services personnel. They can also submit a complaint via Axis Institute's Feedback webform available at www.axisinstitute.edu.au
2. The relevant Axis Institute staff member will acknowledge in writing the formal complaint as soon as practicable.
3. The relevant Axis Institute staff member may interview/meet with the student before the institute finalises the student's request to appeal.
4. The relevant Axis Institute staff member will review, assess and investigate the complainant's submission and respond with a written statement of the outcome of the complaint within 10 working days of the date the Complaint and Appeals Form was submitted.
5. The written response will contain full details of the reasons for the outcome.
6. The student will be advised of their right to an appeal, if they are still dissatisfied with the outcome at this stage.
7. If Axis Institute considers more than 60 calendar days are required to process and finalise the complaint, the student will be informed in writing of the reasons why more than 60 calendar days are required and will keep the complainant updated on the progress of the matter.

4.3 Stage Three: Internal appeal

1. If complainants are dissatisfied with the outcome of the formal complaint or a formal decision made by Axis Institute, they have 20 working days from the date of the written response to the formal complaint or decision made by Axis Institute to lodge a written appeal for a review of the outcome by Axis Institute PEO or their designated personnel.
2. The relevant Axis Institute staff member will acknowledge in writing the appeal as soon as practicable.

3. The relevant Axis Institute staff member may interview/meet with the student before the institute finalises the student's request to appeal.
4. Axis Institute CEO or their designated personnel will assess the original complaint or decision made by Axis Institute, plus any extra evidence submitted as part of the appeal and respond with a written statement of the outcome of the appeal within 10 working days of the date the written appeal was submitted.
5. The written response will contain full details for the reasons for the outcome.
6. If the appellant wishes to have their appeal heard in person or via teleconference, they may be accompanied or assisted by another person, at the appellant's cost.
7. If the appellant wishes to have the appeals decision reviewed by an independent, external body, the stages for an External Review are set out in Stage 4, below.
8. If Axis Institute considers more than 60 calendar days are required to process and finalise the appeal, the student will be informed in writing of the reasons why more than 60 calendar days are required and will keep the appellant updated on the progress of the matter.

4.4 Stage Four: External review

1. If complainants are dissatisfied with the outcome of the internal appeal, they have 20 working days from the date of the written response to the internal appeal to lodge an appeal for a review of the appeal by an independent, external body.
2. Depending on the independent, external body appealed to and the student's individual circumstances, there may be a cost involved in an external review. For students who have enrolled in VET Student Loan-eligible courses and for international students, Axis Institute is able to provide for a cost-free external review by an independent person or body with appropriate expertise. Please see below listings of independent, external review bodies. For other student cohorts, please contact Axis Institute if you would like help to determine the costs of an external appeal.
3. If the appellant wishes to have their appeal heard in person or via teleconference, they may be accompanied or assisted by another person, at the appellant's cost.
4. If the independent, external body finds in favour of the appellant, Axis Institute will comply with all recommendations made or instructions given by the body.
5. If the independent, external body finds in favour of Axis Institute, Axis Institute will ensure that a written copy of the decision is made available to the student, including full details of the reason for the decision.
6. The following is a non-exhaustive list of independent bodies with which appeals for external review may be lodged, depending on the individual complainant's circumstances:

Office of the Commonwealth Ombudsman

<http://www.ombudsman.gov.au/How-we-can-help/overseas-students>

1300 362 072
ombudsman@ombudsman.gov.au

Students who are the subject of Axis Institute initiated suspensions or cancellations will have access to Axis Institute's Complaints and Appeals process. They will have 20 days in which to initiate the Complaints and Appeals process.

4.5 Assessment Results Appeals

Students wishing to appeal an assessment decision must submit their appeal in a period no longer than 60 days following the competency decision.

Please follow the procedure outlined above.

