

# Complaints and Appeals Policy

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|--------------------------------|---|----------------------|-----------------------|
| Policy Category                | Corporate   |                      |                       |
| Policy Owner                   | General Manager IGI   |                      |                       |
| Responsible for Implementation | Registrar   |                      |                       |
| Review Date (2 years)          | October 2025  |                      |                       |
| Relevant to                    | IGI prospective and current students, staff, and relevant third parties (including Education Agents). |                      |                       |
| Related Documents              | Assessment Policy<br>Student Fees Policy<br>Complaints and Appeals Procedure                          |                      |                       |
| <b>Version</b>                 | <b>Authorised by</b>  | <b>Approval Date</b> | <b>Effective date</b> |
| 1.1                            | General Manager IGI   | 1 Oct 2023           | 1 Oct 2023            |

## 1. Purpose

The Complaints and Appeals Policy ('Policy') specifies principles guiding complaint and appeals handling and resolution at IGI.

## 2. Definitions

| Definitions  |   |
|--|---|
| <b>Appeal</b>                                      | A formal review request from a student who is dissatisfied with a decision made by IGI on a case to which they were a party.  |
| <b>Complaint</b>                                   | An issue or concern a student raises with IGI, following a formal procedure and concluding with a resolution. The complaint can be about academic or non-academic matters, such as student life, learning environment, a colleague, or a staff member. Unlike grievances that may be resolved informally, complaints are usually made in writing and involve a formal resolution process. |
| <b>Domestic student</b>                            | Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas, including Humanitarian Visas).  |
| <b>Grievance</b>                                   | A minor issue that may be addressed informally and resolved by a discussion or clarification with staff.  |
| <b>International student/<br/>Overseas student</b> | A student who may hold a student visa and is protected by the Education Services for Overseas Students Act 2000.  |
| <b>Responsible Officer</b>                         | The staff member responsible for handling a grievance, complaint, or appeal as described in this policy and procedure.<br>A responsible officer must:<br>- not be involved in the review of a decision that they made at a previous stage of the process.<br>- hold a senior position to the one held by staff involved in making the original decision.                                  |
| <b>Student</b>                                     | A person enrolled (current student) or seeking to enrol (prospective student) in any course of study at IGI.  |

| Definitions           |   |
|-----------------------|---|
|                       | A student can be a domestic or overseas student and is entitled to access this Policy, regardless of the location, course, or mode of study. Unless special circumstances apply, a complaint from a former student may not be considered by IGI if the student's enrolment ceased six (6) months or more before the time of wishing to lodge a complaint. |
| <b>Support person</b> | A person who accompanies or assists a student in the grievance and complaints process. This must not be a person directly involved in the grievance or complaint; it may be a friend or family member but not a legal representative.   |

### 3. Scope

This Policy applies to current and prospective students and to staff handling complaints and appeals.

### 4. Policy statement

- 4.1. IGI ensures access for current and prospective students to complaint and appeal mechanisms that facilitate prompt resolution of grievances about any aspect of their experience with IGI, its agents or related parties. Such mechanisms are applied consistently, fairly, without reprisal and in accordance with this policy.

### 5. Principles

- 5.1 Complaints and appeals processes are easy to access, open to all students, free of charge and confidential. They are applied consistently, fairly and without reprisal.
- 5.2 Students making a complaint or appeal are treated respectfully and without prejudice.
- 5.3 IGI is committed to making students and staff aware of this policy. Information on complaints and appeals will be provided prior to admission, during orientation programs, and included in IGI's policies and procedures.
- 5.4 Complaints and appeals processes include provision for confidentiality, independent professional advice, advocacy and other support for the complainant.
- 5.5 Complaints and appeals processes adhere to the principles of procedural fairness.
- 5.6 IGI ensures that complaints are appropriately investigated and that decisions are evidence-based, without bias and made and communicated expeditiously.
- 5.7 The complaints resolution process is undertaken in good faith, and IGI expects students to act responsibly.
- 5.8 Students are entitled to seek an external and/or legal review by an appropriate independent third party at any time or if internal processes fail to resolve the grievance.

### 6. Roles and responsibilities

- 6.1. The Governing Board approves this Policy and monitors complaints and appeals regularly.
- 6.2. The IGI General Manager is the owner of this Policy and is responsible for:
  - conducting the investigation of the appeal
  - convening the review panel for making appeals decisions
  - reporting annually to the Governing Board.
- 6.3. The Learning, Teaching and Assessment Committee monitors complaints and appeals outcomes relating to academic matters and makes recommendations for improvement.
- 6.4. The IGI Management Team monitors complaints and appeals outcomes relating to non-academic matters and make recommendations for improvement.

- 6.5. IGI Students must familiarise themselves with the Policy and can access the Policy and Procedure through the IGI website.
- 6.6. Student Services staff are responsible for receiving formal written complaints, referring the cases to relevant staff, and maintaining records associated with the complaints resolution process.

## 7. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2019
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)
- TEQSA Guidance Note: Grievance and Complaint Handling
- TEQSA Guidance Note: Wellbeing and Safety
- Commonwealth Ombudsman Tools and Resources for Overseas Students
- Resolutions Institute, Student Mediation Scheme

## 8. Document History

| Version | Date     | Author        | Reason                       | Sections |
|---------|----------|---------------|------------------------------|----------|
| 1.0     | Jun 2022 | PBL Education | New policy                   | All      |
| 1.1     | Oct 2023 | IGI           | Rebrand and minor amendments | All      |