

Complaints and Appeals Procedure

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 Student Fees Policy Complaints and Appeals Policy		
Version	Authorised by	Approval Date	Effective date
1.1	General Manager IGI	1 Oct 2023	1 Oct 2023

1. Purpose

The Complaints and Appeals Procedure gives effect to the Complaints and Appeals Policy so that complaints and appeals processes are applied fairly, consistently, timely, objectively, and documented.

2. Definitions

Definitions	
Appeal	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.
Complaint	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.
Domestic student	Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas, including Humanitarian Visas).
Grievance	A minor issue that may be addressed informally and resolved by a discussion or clarification with staff.
International student/ Overseas student	A student who may hold a student visa is protected by the Education Services for Overseas Students Act 2000.
Responsible Officer	The staff member responsible for handling a grievance, complaint, or appeal as described in this policy and procedure. A responsible officer must not be involved in the review of a decision that they made at a previous stage of the process and must hold a senior position to the one held by staff involved in making the original decision.
Student	A person enrolled (current student) or seeking to enrol (prospective student) in any course of study at IGI. 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.

Definitions	
Support person	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 Procedure applies to applicants and former students who lodge a complaint within six months of completing their studies.

4. Procedure

Introduction

- 4.1 Complaints are the first stage of the internal process and may include (but are not limited to):
- staff conduct and/or performance;
 - student conduct and/or performance;
 - IGI's services and facilities;
 - review of an IGI decision;
 - failure to adhere to policies and procedures.
- 4.2 Appeals are the second stage of the internal process and may be lodged after a complaint outcome has been notified and usually in the following circumstances.
- the decision is inconsistent with IGI's policies and procedures;
 - procedural fairness was not applied;
 - new or different reasons and/or evidence to those already considered;
 - penalty deemed too harsh; and/or
 - any other reasonable grounds as determined by IGI.
- 4.3 External review is the final stage of the process and is usually only utilised if a student remains dissatisfied with the outcomes of internal processes.

Informal resolution of a complaint

- 4.4 Students are encouraged to informally resolve their grievances before lodging a complaint. This can be done by email or in person if it is safe and reasonable.
- 4.5 Students may seek support or independent professional advice from IGI's counsellor or any trusted staff member.
- 4.6 Informal resolutions of a grievance should be addressed within five working days.
- 4.7 A student may lodge a complaint if they are dissatisfied with the outcome of the informal resolution.

Complaint procedure

- 4.8 Complaints about IGI's conduct, performance services and facilities may be made. Complaints may also be made about another person's behaviour and conduct. This procedure is to be used by any student seeking to report sexual assault and sexual harassment formally.
- 4.9 Complaints processes are private and confidential, and a student's information is kept secure and confidential in accordance with IGI's Privacy Policy.
- 4.10 Students seeking a review of an academic decision (e.g. review of assessment results) should first use the Procedure for Requesting a Review of Assessment Results (contained within the Assessment Procedure). A review of an academic decision is not considered a complaint until all avenues of review specified in the Procedure for Requesting a Review of Assessment Results have been exhausted.
- 4.11 Students may seek support or advice from the Registrar or any trusted staff member.

- 4.12 Students complete the Complaints form within 20 working days of the grievance arising. This timeframe does not apply to students lodging a sexual assault or sexual harassment complaint. Any exceptions to the 20 working day timeframe are considered in exceptional circumstances.
- 4.13 Students must attach any supporting documentation with the completed complaints form.
- 4.10 IGI acknowledges the completed form (and supporting documentation) within two working days.
- 4.11 The complaint is thoroughly investigated generally within 10 working days. This may involve meetings or interviews so that anyone involved in a complaint has the right to present their case. This process may be undertaken with a support person such as a friend or family member.
- 4.12 A decision regarding the complaint is made by the Dean (academic) or Registrar (non-academic) and communicated within 10 working days of submission. A student is notified if this timeframe is delayed for any reason.
- 4.13 Complaints related to those responsible for handling the complaint process are referred to line managers.
- 4.14 For complaint outcomes in favour of a student, IGI implements the decision as soon as practicable and takes any corrective action as necessary.
- 4.15 Students dissatisfied with the complaint outcome may lodge an appeal within 20 working days of being notified, provided sufficient grounds exist. See paragraph 4.2.
- 4.16 The designated Student Services staff record all outcomes and correspondence in the student's file and updates the Complaints and Appeals Register.

Appeals procedure

- 4.17 Students dissatisfied with a complaint outcome may lodge an internal appeal provided sufficient grounds are outlined in paragraph 4.2.
- 4.18 Appeals processes are private and confidential, and a student's information is kept secure and confidential in accordance with IGI's Privacy Policy.
- 4.19 Students complete the Appeals form within 20 working days of being notified of the complaint outcome. This timeframe does not apply to students lodging an appeal relating to sexual assault or sexual harassment. Any other exceptions to this timeframe are considered on a case-by-case basis.
- 4.20 Students must attach any additional supporting documentation with the form.
- 4.21 IGI acknowledges the completed form (and supporting documentation) within two working days.
- 4.22 The appeal is thoroughly investigated within 10 working days. This may involve meetings or interviews so that anyone involved in an appeal has the right to present their case. This process may be undertaken with a support person, such as a friend or family member.
- 4.23 A decision is made by a review panel convened by the General Manager IGI (which does not consist of the original decision maker) and communicated within 10 working days of submission. A student is notified if this timeframe is delayed for any reason.
- 4.24 The review panel will constitute at least three members, including the General Manager IGI, as the Chair. The review panel members must be independent of the original complaint or matter under review. The review panel will assess the appeal application and provide a consensus recommendation.
- 4.25 The correspondence outlines a student's right to access an external review of the decision and full details of the external review options.
- 4.26 For appeal outcomes in the favour of a student, IGI implements the decision as soon as practicable and takes any corrective action as necessary.
- 4.27 The review panel decision is final, and no further internal complaint and appeal resolution process exists.

- 4.28 The designated Student Services team member records all outcomes and correspondence in the student's file and updates the Complaints and Appeals Register.

External review

- 4.29 Students who are dissatisfied with an outcome of a complaint or appeal may seek review from an external body. External bodies usually expect all internal appeal avenues to be exhausted before seeking an external review.
- 4.30 Students may request external mediation through the Resolution Institute's Student Mediation Scheme. IGI is a member of this Scheme, and domestic students can utilise this service free of charge for the independent resolution of a grievance.

Resolution Institute, Student Mediation Scheme
<https://www.resolution.institute/resolving-disputes/tertiary-student-au>
 Sydney Office
 +61 2 9251 3366
 1800 651 650
infoaus@resolution.institute

Suite 602, Level 6
 Tower B, Zenith Centre
 821-843 Pacific Highway
 Chatswood NSW 2067

Mediation services under the Student Mediation Scheme can only be used when the IGI internal appeals processes have been exhausted. To begin an external review with the Resolutions Institute, the student will be required to 1) complete an application for external review, 2) contact IGI informing about their intention to proceed with the external appeals process, and 3) lodge the application with the Resolutions Institute attaching any supporting documents. Upon application lodgement, the student must pay an application fee to the Resolution Institute. The External Reviewer's fees will be covered by IGI. The Resolution Institute will then liaise with the student and IGI to facilitate the mediation.

- International students may seek a review by the Commonwealth Ombudsman. If the external review relates to unpaid tuition fees, unsatisfactory course progress or any other cancellation decision, the student must notify IGI of their intention within 10 working days of the notification of the internal complaint or appeal outcome. If the student fails to notify IGI, IGI will report the cancellation of the student's enrolment to the Department of Home Affairs.

The Office of the Commonwealth Ombudsman:
<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>
 In Australia: call 1300 362 072 (calls from mobile phones at mobile phone rates).
 Outside Australia, call +61 2 6276 0111.
 Online complaint form available here: <https://www.ombudsman.gov.au/contact>
 Students can also make a complaint in their language. Translating and Interpreting Service (TIS) in Australia can be called on: 131 450 or outside Australia on +61 3 9268 8332. The Office of the Commonwealth Ombudsman will pay for the interpreter.
 Overseas students may also access the Student Mediation Scheme.

- Domestic students may lodge a complaint with the relevant external agency as follows:

Complaint type	External agency
Refunds, contracts such as offer letters	NSW Office of Fair Trading Consumer Affairs Victoria
Discrimination, sexual harassment, victimisation	NSW Anti-Discrimination Board Victorian Equal Opportunity & Human Rights Commission

Complaint type	External agency
Privacy or data breach	Information and Privacy Commission NSW (IPC) Office of the Victorian Information Commissioner
Campus Safety	Safework NSW Worksafe VIC
Compliance issues relating to Higher Education Standards Framework 2021, ESOS Act and National Code 2018	TEQSA

- 4.31 Where the external review decision is in favour of the student, the recommendations are to be immediately implemented by IGI. The student will be notified in writing of this implementation. Where the decision is not in the student's favour, the student will be given a written response by the external reviewer, including the reasons for the decision.

5. Roles and responsibilities

- 5.1 The student is responsible for the following:
- providing valid and accurate information; and
 - providing authentic and genuine documentation.
- 5.2 IGI is responsible for:
- ensuring the policy and procedure are easily accessible and publicly available;
 - ensuring procedures are transparent and equitable; and
 - providing timely responses to students.
- 5.3 The General Manager IGI is responsible for investigating the internal appeals and convening the review panel to assess and make appeal decisions. The The General Manager IGI is also responsible for reporting annually to the Governing Board.
- 5.4 The Registrar is responsible for making non-academic complaint decisions (or their line manager, for complaints about the Registrar).
- 5.5 The Dean is responsible for making academic complaint decisions (or their line manager for complaints about the Dean).
- 5.6 The Student Services team maintain the Complaints and Appeals Register and student records.

6. 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

7. 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

Complaints and Appeals Flowchart

