

1. Purpose

- 1.1 In accordance with Standard 10 of the *National Code 2018* and Clauses 6.1-6.6 of the *Standards for Registered Training Organisations 2015*, this Policy provides a clear process to submit a complaint or register an appeal.
- 1.2 This will ensure all parties involved are kept informed of actions taken and outcomes.
- 1.3 This process provides opportunity for complaints and appeals to be acknowledged, recorded, and managed in an ethical, efficient and effective manner.
- 1.4 Australian Institute of Hospitality and Management's (AIHM) Complaint and Appeal Policy is available via the AIHM's website - TBA or upon request from AIHM's Student Services staff or reception.

2. Related Documents

- AIHM Complaints and Appeals Form
- AIHM Complaints and Appeals Register

3. Relevant Legislation

- ESOS Act 2000
- National Code 2018
- Standards for Registered Training Organisations 2015
- The Privacy Act 1988 (Privacy Act)

4. Scope

This Complaints and Appeals Policy and Procedure applies to all students studying at AIHM.

5. Responsibilities

- 5.1 This Policy is relevant to the following parties:
 - 5.1.1.1 AIHM, its Trainers, Assessors and other staff
 - 5.1.2 A third-party providing support and/or services on behalf of AIHM, its Trainers, Assessors and/or other staff
 - 5.1.3 A current and/or prospective student of AIHM.

6 Definitions

Course	Refers to the specific course a student is enrolled which may lead to a qualification or reward.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
ESOS Act	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
Face to face	Students are supported by a facilitator/trainer in an environment to educate and give immediate feedback
National Code 2018	The <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (NC 2018)</i> , established pursuant to Part 4 of the <i>ESOS Act</i> .
SSO	A Student Services Officer or Student Support Officer

Standards for RTO's	The <i>Standards for Registered Training Organisations, 2015(SRTOs 2015)</i> . The <i>SRTOs 2015</i> ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Compliance with the <i>SRTOs 2015</i> is a requirement for all Nationally Registered Training Organisations (RTOs) and for applicants seeking registration. ASQA – the National Regulator, uses the <i>SRTOs 2015</i> to protect the interests of all students in Australia's VET system. The <i>SRTOs 2015</i> guide nationally consistent, high-quality training and assessment services in the vocational education and training system.
SMS	Is a Student Management System
Study Period	Is a scheduled term or period of study within a course at Princeton. At AIHM each Term (study period) consists of 10 scheduled weeks of study/tuition.
Unit	Is a Unit of Competency (UOC)
VET	Is Vocational Education and Training

7. Policy Provisions

- 7.1 AIHM acknowledges that complaints may arise from time to time. AIHM will address any Complaint or appeal in a responsible, respectful and timely manner which is at no cost to the complainant/appellant.
- 7.2 AIHM will ensure natural justice and procedural fairness are used to ensure that decision making is fair and reasonable. This supports the rights of all parties to be heard and informed without bias.
- 7.3 Appeals offer a formal process in requesting a change in or confirmation of a decision. Appeals can be made in regards to an assessment outcome decision or in regards to the initial outcome of a complaint.
- 7.4 In managing complaints and appeals AIHM will ensure that:
- 7.4.1 The principles of natural justice and procedural fairness are is applied in all stages of the process
 - 7.4.2 The AIHM Complaints and Appeals Policy is available via the AIHM website and on request
 - 7.4.3 Complaints and appeals are treated seriously and dealt with promptly, impartially, sensitively and confidentially
 - 7.4.4 A student will not be disadvantaged as a result of lodging a complaint or appeal
 - 7.4.5 Students have the right to have a support person with them at any time during the complaints and appeals process
 - 7.4.6 Complaints and appeals are assessed on a case-by-case basis
 - 7.4.7 Throughout the decision-making process and outcomes related to a complaint/appeal will be provided in writing to all parties involved
 - 7.4.8 An analysis of complaints and appeals may contribute towards AIHM Continuous Improvement Strategies

Initial Action

- 7.5 Students who believe they have an issue or concern in relation to studying at AIHM should, in the first instance approach their relevant trainer to try to resolve the issue or concern.
- 7.6 If the issue or concern cannot be solved informally, the student may complete a AIHM Complaints and Appeals form. Appeals must be lodged within **20** calendar days of the initial event/decision.

8. Policy Information

Authorised Officer	PEO
Supporting documents, procedures & forms of this policy	AIHM Complaints and Appeals Form AIHM Complaints and Appeals Register
Related Legislation and Codes of Practice	ESOS Act 2000 National Code 2018 Standards for Registered Training Organisations 2015 The Privacy Act 1988 (Privacy Act)
Audience	Public

9. Procedures

- 9.1 A student completes the AIHM Complaints and Appeals form, then submits this completed form to a Student Services Officer in person at AIHM reception or by emailing the completed form to support@aihm.au.
- 9.2 On receipt of a completed AIHM's Complaints and Appeals form, the Student Services Officer will acknowledge receipt via an email to the complainant/appellant. The completed Complaints and Appeals Form will then be scanned and saved on the relevant students file within Newbery and emailed to the AIHM's PEO.
- 9.3 The PEO will enter the complaint details into the AIHM's Complaints and Appeals Register then prepare the complaint or appeal details prior to forwarding the completed Complaints and Appeals Form to the Supervisor Student Services or CEO for their further review and action. Any relevant supporting Documentation and correspondence is to be included and must be forwarded to the CEO within 5 working days of receipt of the complaint or appeal.
- 9.4 The CEO will review the complaint/appeal and supporting documentation and if requested by the CEO, the student may be requested to provide additional information and/or supporting documentation. The CEO may also request a meeting with the student where appropriate. Should this request arise, the student will be advised in writing (email is acceptable). The student may choose to be accompanied by a support person.
- 9.5 The outcome of the CEO review will be provided to the student in writing as soon as is practicable. If more than 60 days are required to process and finalise the complaint or appeal, the student will be notified in writing of the reason why more than 60 days are required. The student will also receive regular updates on the progress of their complaint or appeal from this notice.
- 9.6 If the student is not successful in the complaint/appeal process or are not satisfied with the outcome they must be advised that within 10 working days of the outcome they have the right to access an external complaints/appeals handling process by contacting the Overseas Student Ombudsman via the following:

Overseas Student Ombudsman

GPO Box 442, Canberra ACT 2601

Telephone: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111

Email: ombudsman@ombudsman.gov.au

Complaints and Appeals Records

- 9.7 The PEO will update and maintain the AIHM's Complaints and Appeals Register with a written record of each complaint, appeal, supporting documentation, and the outcome decision being recorded and maintained in accordance with Privacy legislation.
- 9.8 All complaints and appeals are to be regularly monitored by the CEO, Supervisor Student Support and Academic Manager with areas for improvement identified being included in the AIHM's Continuous Improvement Register.

Administration and Data Requirement

AIHM managers and staff each have a responsibility to ensure that all student records and data are fully always maintained and are current, therefore you are to ensure all AIHM documentation, applications and forms completed and duly signed, authorised and approved by relevant delegate regarding a AIHM enrolled student, information must be entered correctly and in a timely manner.

Revision History

Version No	Creation/ Revision Date	Comment	Created/Revised By
1.0	May 23 – May 24	Policy and Procedure developed, reviewed and approved for released	CEO
2.0	Mar 24 – Mar 25	Administration and Data Requirement section included.	CEO
3.0	05 Feb 25	Added new logo, minor review and updates	CEO