



Complaints and Appeals Policy

Purpose

As a Registered Training Organisation (RTO) Fox Education and Consultancy (“FOX”) is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals handling system based on the principles of natural justice and procedural fairness. Refer: *Standard 6* of the **Standards for Registered Training Organisations (RTOs) 2015**. Standard 10 of the ESOS National Code

This policy and its associated documents are made available to our students and staff through publication on our website at www.fox.edu.au

As part of continuous improvement, we identify potential causes of complaints and appeals and take appropriate corrective action to resolve the complaint as well as eliminate or mitigate the likelihood of reoccurrence.

For the purposes of communicating to our administration and education staff, this policy and the associated **Complaints and Appeals Handling Procedure** form part of our staff induction process.

We aim to:

- work within a culture that views any complaint as an opportunity for improvement
- set in place a complaints system that is client focussed, enhances our internal and external customer experience and helps to prevent complaints from reoccurring
- ensure any complaint is resolved confidentially where appropriate, promptly, objectively and with sensitivity
- ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised
- ensure that any complaint is treated with a consistent approach allowing for relevant policies and procedures
- securely maintain records of all complaints and appeals and their outcomes.

A complaint or appeal can be defined as a person’s expression of dissatisfaction with any aspect of our services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction/orientation process
- the quality of education provided by us as an RTO or by third parties providing training and/or assessment services on our behalf
- academic issues, including course progression, assessment, curriculum and awards in a Vocational Education Training (VET) course of study
- secure handling of personal information and access to personal records
- the way someone has been treated or perceived to have been treated.

This policy and its associated procedure are designed to ensure that we acknowledge and respond effectively to individual cases of dissatisfaction. Where we consider more than 60 calendar days are required to process and finalise a complaint or appeal, we will inform the complainant or appellant in writing, including reasons

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why more than 60 calendar days are required and will update the complainant or appellant in writing on the progress of the matter.

Policy Coverage

This policy is designed to cover all complainants including:

- students who are eligible for and access State/Territory or Commonwealth funding
- full fee paying students
- International Students

In relation to non-academic complaints, the term “complainant” applies to both current and prospective students.

Complainants can also access the **Complaints and Appeals Handling Procedure** which is available on our website www.fox.edu.au

Before an Issue Becomes a Formal Complaint or Appeal

You are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. We have staff available to assist with resolution of issues at this level. You may raise an informal complaint by contacting the Academic Manager of the person or service to which the complaint relates. Call us on +61 8 8927 5995 to contact any of our managers or staff.

Please note that it is not mandatory for you to raise a complaint informally however we encourage this, as it can often result in a satisfactory resolution quickly and without activating the formal **Complaints and Appeals Handling Procedure**.

Raising a Complaint or Appeal

Should you wish to raise a complaint of an academic or non-academic nature, you should utilise the **Complaints and Appeals Handling Procedure**.

Complaints of an academic nature include issues relating to your progress, assessment, curriculum and awards in a VET course of study.

Complaints of a non-academic nature cover all other matters including complaints in relation to personal information that we hold in relation to you.

Independent Appeal

In the event you are not satisfied with the result, you are entitled to seek independent review. Details of organisations independent to us are detailed in the **Complaints and Appeals Handling Procedure**.

<https://www.resolution.institute/resolving-disputes/tertiary-student-au>

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

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This Policy should be read in conjunction with the following:

- ◆ Standards for Registered Training Organisations (RTOs) 2015 (Standard 6)
- ◆ National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 10
- ◆ Legal Compliance and VET Regulator Policy
- ◆ Privacy and Personal Information Policy
- ◆ Quality Assurance and Continuous Improvement Policy

This Policy is directly supported by the following Procedure(s):

- ◆ Complaints and Appeals Handling Procedure

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