

Principles

Spring Hill College will ensure that:

- All students have access to the complaints policy and procedures and their rights as consumers.
- Spring Hill College will maintain the student's enrolment during the complaint process.
- The complainant is provided with information about the complaint's procedure.
- All complaints are dealt with confidentially, fairly, and promptly.
- The complaint process is commenced within 10 working days from the date of complaint.
- Due to confidentiality reasons, the number of people involved in the resolution process will be limited.
- Officials involved in any aspect of the process will always maintain absolute confidentiality.
- The complaint resolution procedure promotes a conciliatory approach using mediation and open communication while acknowledging that in some instances this may be challenging.
- The rights of the complainant and respondent will be protected throughout the complaint resolution process.
- All parties have the right to representation during the complaint resolution process.
- Victimisation of complainants, respondents, or anyone else involved in the complaint resolution process will not be tolerated.
- The complainant is provided with a written response including the outcome and reasons for the outcome within 30 business days.
- Complainants reserve the right to lodge a complaint with external agencies at any point during the complaint resolution process.

Types of complaints

The complaints may be about academic or non-academic matters including, but not limited to:

- Application procedures
- Marketing information
- Training delivery or content
- Trainers, Assessors, or other staff
- Assessment methods or assessment content
- Student progress
- Issuing of Awards
- A third-party delivering services on Spring Hill College's behalf
- A student or group of students of Spring Hill College
- Discrimination
- Harassment, bullying or victimisation
- Breach of privacy
- Individual conflict arising from perceived inappropriate behaviours
- Fees or other financial matters
- Fines and payments.

Procedure

Complaints and Appeals

We sincerely hope not, but occasionally, you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again or reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner of Springhill College, and any third party that provides services on our behalf, such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Springhill College. An appeal is a request for Springhill College's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal objectively and consistently and allow everyone to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We encourage you to address the issue informally by discussing it with the person involved. However, if you do not feel comfortable with this or you have tried this and did not get the desired outcome, you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the Complaints and Appeals Form. The Complaints and Appeals form outlines the information that should be provided and can be accessed from reception.
- Submit your complaint within 30 calendar days of the incident or, in the case of an appeal, within 30 calendar days of the decision being made.
- We will acknowledge your complaint or appeal in writing within three (3) working days of receipt. We will review your complaint or appeal will commence within five (5) working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Springhill College will write to inform the complainant or appellant of this, including the reasons. Following this update, regular updates will be provided on progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the Complaints and Appeals process to you in writing, including the reasons for the decision.

If you need to come in for a meeting, you can have a support person of your choice present to assist you in resolving the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, suppose the appeal is against our decision to report you for unsatisfactory course progress or attendance. In that case, your enrolment will be maintained until the external process is completed and has supported our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

Independent parties

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the Overseas Students Ombudsman (OSO).

International students may complain to the OSO about a range of circumstances, including:

- being refused admission to a course
- course fees and refunds being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by Springhill College
- an education agent gives incorrect advice.
- taking too long in certain processes, such as issuing results not delivering the services indicated in the Student Agreement.

More information can be found at: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

You can access these services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full with the OSO, immediately implement their decisions or recommendations, and take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's

Complaints can also be made to the organization's indicated below:

National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register vocational education and training complaints. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaints. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8 am to 6 pm nationally Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA)::

Complainants may also complain to Springhill College's registering body, the Australian Skills Quality Authority (ASQA). It is essential to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at: <https://www.asqa.gov.au/complaints>

Nothing in this Policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws, and it does not circumscribe an individual's rights to pursue other legal remedies.