



# Unique International College

*Education for life..*

## Student Complaints & Appeals Procedure

### Policy

Unique International College is committed to creating a positive and friendly study environment that is free of harassment, coercion and unfair treatment. In order to assist in achieving this, Unique International College has developed an easily accessible, inexpensive and independent complaints and appeals process that is available for all students to access.

All complaints and appeals will be handled with care, fairness, professionalism, and independence which will assist in creating a positive student environment and exceed client service standards for all Unique International College students. Unique International College will make prompt decisions within the timelines specified in this policy.

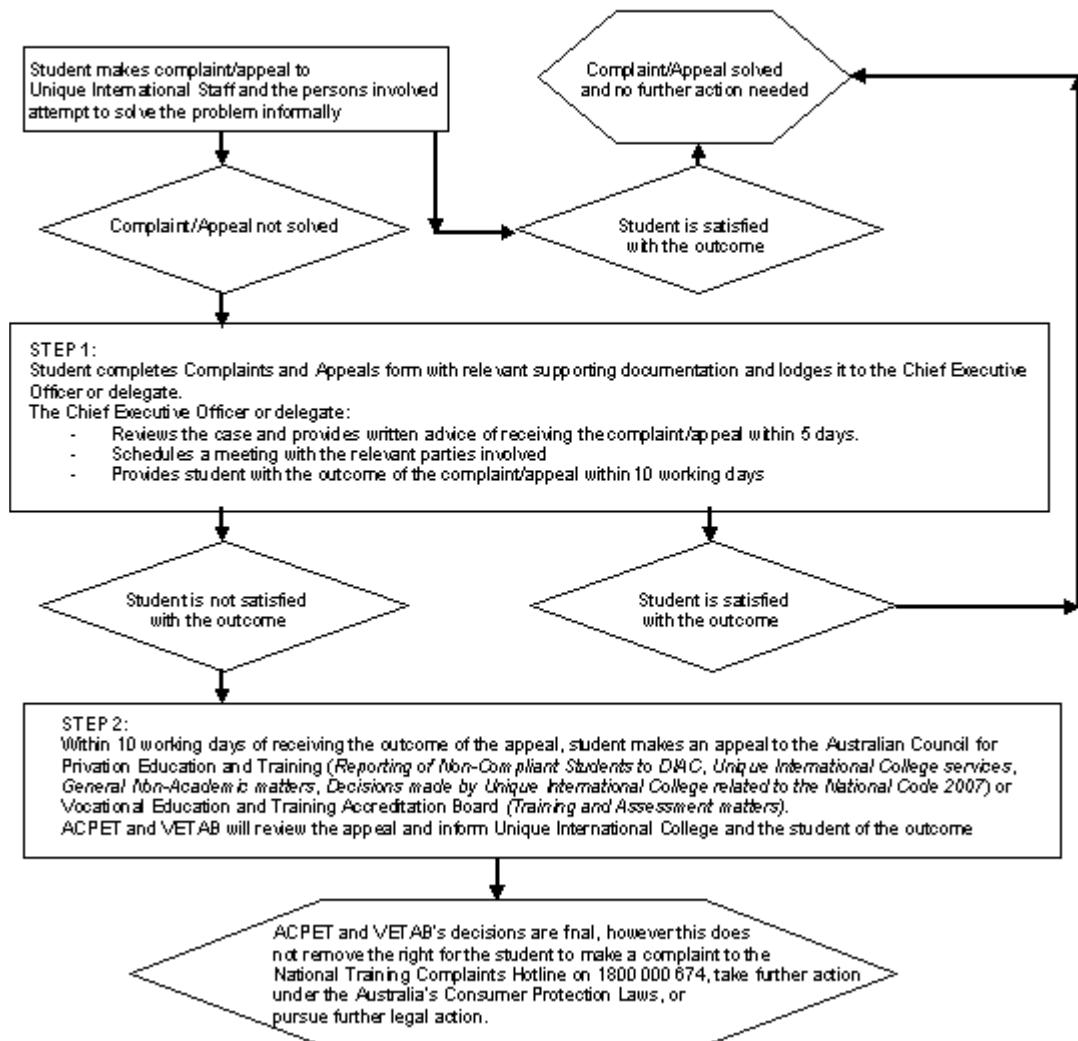
### Definitions

- **Complaint** – A complaint is a dissatisfaction with a *treatment or service* made by Unique International College. Examples of complaints include, but are not limited to:
  - Complaint of treatment made by a Unique International College staff member or other student
  - Complaint of the state of classroom facilities and resources
  - Complaint of the time taken to receive feedback on an academic result
  
- **Appeal** – An appeal is a dissatisfaction with a *decision* made by Unique International College. Examples of appeals include, but are not limited to:
  - Appeal of Unique International College's Intention to report a student to the Department of Immigration and Citizenship for non compliance of a visa condition
  - Appeal of an assessment decision made by an assessor
  - Appeal of Unique International College's decision not to provide a refund to a student
  - Appeal of Unique International College's decision not to approve an application to transfer college's
  - Appeal of Unique International College's decision not to approve a suspension of studies, cancellation or deferment application



## 1.0 Complaints/Appeals Flow Chart

### Complaints/Appeals Flow Chart



## 2.0 Internal Complaints/Appeals Guidelines

2.1 There is no cost involved to students accessing Unique International College's *internal* complaints and appeals process

2.2 All parties directly involved in the internal complaints and appeals process may be accompanied and assisted by a support person at any relevant meetings

2.3 Where the complaint or appeal process results in a decision that supports the student, Unique International College will complete any corrective action within 10 working days

2.4 All students that access Unique International College's complaints and appeals process will be provided with a written statement of Unique International College's decision, including details of the reasons for the outcome.

2.5 Unique International College will maintain student's enrolment while the complaints and appeals process is ongoing

2.6 All records of the complaints and appeals will be filed in the students' file



# Unique International College

*Education for life..*

2.7 Complaints and Appeal applications unable to be resolved informally should be accompanied by documentation e.g. written statements, names of any witnesses and any other relevant documents to support the student's case. The evidence provided by the student, will determine the need for further investigative activities and will form the basis of Unique International College's actions and decisions

## 3.0 External Complaints/Appeal Guidelines

3.1 Student's that are dissatisfied with Unique International College's internal complaints and appeals process, have the right to access Unique International College's external appeals process

3.2 Unique International College's external and independent appeal reviewers are:

- **Vocational Education and Training Accreditation Board (VETAB)**

**VETAB will only review cases related to:**

- Training and Assessment matters

- **Australian Council for Private Education and Training (ACPET)**

**ACPET will only review cases related:**

- Reporting of Non-Compliant Students to DIAC
- Decisions made by Unique International College related to the National Code 2007
- Unique International College services
- General Non-Academic matters

3.3 The external review is provided at minimum cost to student's that wish to access it. See *Point 4.0 of SMP 119 Complaints and Appeals Process* for pricing details and external review procedure

3.4 The outcome of the external appeal is final. This however does not limit the student's right to take further action under the Australia's Consumer Protection Laws, nor does Unique International College's dispute resolution process, remove the students right to pursue other legal remedies.

Student's that are dissatisfied with the outcome of the internal and external appeals process may wish to make a complaint to the **National Training Complaints Hotline on 1800 000 674**.

3.5 Where the complaint or appeal process results in a decision that supports the student, Unique International College will complete any corrective action within 10 working days

3.6 Student's that activate Unique International College's complaints/appeals process will receive a written outcome on the decision

3.7 Unique International College will maintain student's enrolment while the complaints and appeals process is ongoing

3.8 All records of complaints and appeals will be filed in the students' file

3.9 Students that are not satisfied with Unique International College's complaints and appeals process can contact the Department of Education, Employment and Workplace Relations (DEEWR) by email on [esosmailbox@deewr.gov.au](mailto:esosmailbox@deewr.gov.au) or phone DEEWR on (02) 6240 5069.

## 4.0 Lodging an External Appeal

4.1 *Procedure for lodging an external appeal through VETAB (Training and Assessment matters)*

- Contact VETAB by telephone on (02) 9244 5335
- VETAB will provide advice on their review process

4.2 *Procedure for Students Lodging an External Appeal through ACPET (Reporting of Non-Compliant Students to DIAC, Unique International College services, General Non-Academic matters, Decisions made by Unique International College related to the National Code 2007)*

- Download the ACPET appeals form from the ACPET website:

[http://www.acpet.edu.au/index.php?option=com\\_content&task=view&id=4947&Itemid=348](http://www.acpet.edu.au/index.php?option=com_content&task=view&id=4947&Itemid=348)

- Email the form to [student.appeal@acpet.edu.au](mailto:student.appeal@acpet.edu.au) and pay appropriate fees. **The cost for an external appeal to ACPET is \$400** (50% paid by the student, 50% paid by Unique International College

- Once ACPET receives the form, they will contact the student and Unique International College to request all supporting documentation

- ACPET will then send all documents to an external reviewer



# Unique International College

*Education for life..*

(v) The external reviewer will make a decision based on the documentation forwarded to ACPET

(vi) ACPET will inform the student and Unique International College of the outcome within 1 month of receipt of the external appeals form