

PR7.2 Complaint Appeal Procedure

Responsible Officer	Head of Compliance and Resolutions
Functional Owner	Manager, Student Resolutions
QAS Owner	Compliance Manager

1. Purpose

The purpose of this procedure is to ensure all complaint appeals relating to courses, student experiences and general operations of the business are fully investigated and decisions made according to the principles of natural justice.

2. Scope

The scope of this procedure starts when a complainant is dissatisfied by the resolution of their complaint and lodges a complaint appeal. It includes interactions with Resolution Institute Student Mediation Scheme.

This procedure ends when a complaint appeal is reported and any relevant outcomes are implemented.

Procedure

Responsibility key: **ACC** = Appeals & Complaints Committee, **SRO** = Student Resolutions Officer, **MSR** = Manager, Student Resolutions, **RP** = Review Panel

Step	Action	Responsibility	Comments
1	Receive and acknowledge in writing a complaint appeal	SRO	Refer to additional notes in item 1 SLA 2 days
2	Investigate complaint appeal	SRO	Refer to additional notes in item 2
3	Review the complaint appeal case and proposed outcome	ACC, SRO	Refer to additional notes in item 3a 3b
4	Advise the student of resolution. End-point or continue	SRO	Refer to additional notes in item 4a 4b Goal SLA of 20 days
5	Address external review case from the Resolution Institute	MSR	Refer to additional notes in item 5a
	Address external review case from external bodies	MSR	Refer to additional notes in item 5b
6	Provide monthly report and implement improvements	MSR, RP	Refer to additional notes in item 6a 6b

Additional notes

Item	Step	Information
1	1	On receiving a complaint appeal, the Student Resolutions Officer will: <ol style="list-style-type: none"> Acknowledge receipt of the complaint appeal in writing within 2 business days of receipt; Provide the complainant with a Case Number; Log the complaint appeal case in Firefly; Obtain any additional information from the complainant (if required) Acknowledge receipt of the complaint appeal in writing within 2 business days of lodgement Obtain any additional information regarding the complaint appeal Collate all relevant information and present the complaint appeal to the Appeals & Complaints Committee

2	2	<p>In investigating the complaint appeal, the Student Resolutions Officer will:</p> <ol style="list-style-type: none"> a. Review the initial complaint case relative to the appeal information provided; b. Reference application of relevant Open Colleges Policy and Procedure in the original complaint case; c. Review evidence across Open Colleges records including but not limited to student records in OpenSpace and Firefly, phone records, CallMiner and internal review records; d. Consult with other Open Colleges staff from relevant business units as required to source relevant evidence, advice and approvals in order to propose an appropriate outcome
3	3a	<p>The Student Resolutions Officer will collate all relevant case information and present the matter to the Appeals and Complaints Committee.</p> <p>The Appeals and Complaints Committee meet on an informal basis as required case by case, records of the relevant case meeting are recorded against the case in Firefly. The committee do not keep formal meeting minutes.</p>
3	3b	<p>The ACC will review the complaint appeal and may request additional information from the student prior to determining a resolution.</p> <p>The ACC will either confirm the proposed resolution or advise the Student Resolutions Officer of an alternate resolution to be implemented.</p> <p>In the event the investigation exceeds 20 days, the Student Resolutions Officer will ensure the student is regularly updated on the progress of their complaint.</p>
4	4a	<p>The Student Resolutions Officer will provide the resolution to the complainant in writing, by email on behalf of the ACC and record the outcome of the complaint appeal within the case records in Firefly.</p> <p>The outcome provided in writing will include details of decisions made, reasons for the decisions, the complainants right for an external review and details of the process to engage with the Resolution Institute Student Mediation Scheme (including notice that fees are payable to the Resolution Institute).</p> <p>Where a complaint appeal is upheld or issues have been identified, the Student Resolutions Officer will:</p> <ol style="list-style-type: none"> a. Log any corrective issues on to the Corrective Action Register b. Log required improvements on the Continuous Improvement Register c. Provide feedback to appropriate managers where the complaint relates to OC staff <p>If the student is satisfied with the resolution step 5 does not apply.</p>
4	4b	<p>Open Colleges endeavours to provide complainants with an outcome for their complaint appeal case within 20 days of receipt. In the event the investigation exceeds 20 days, then the Student Resolutions Officer will ensure the complainant is regularly updated on the progress of their complaint appeal.</p>
5	5a	<p>Where a student is unsatisfied with the outcome of the complaint appeal, they may request an external review be undertaken via the Resolution Institute Student Mediation Scheme.</p> <p>On receiving notification from the Resolution Institute, the Manager, Student Resolutions (or delegate) will:</p> <ol style="list-style-type: none"> a. Acknowledge receipt of the review request with the Resolution Institute within 2 business days of lodgement b. Obtain any additional information from the Resolution Institute regarding the review case c. Collate all relevant information and present the review details to the ACC d. Provide the Resolution Institute with any requested information/responses;

		<p>e. Liaise with the Resolution Institute in relation to the scheduling and details of any mediation sessions</p> <p>Where action is to be taken by Open Colleges, the Manager, Student Resolutions (or delegate) will:</p> <p>a. Record details of the mediation within the complaint case in Firefly</p> <p>b. Implement any agreed actions in the event the mediation results in a changed outcome</p> <p>c. Log any non-compliance issues on to the Corrective Action Register</p> <p>d. Log required improvements on the Continuous Improvement Register</p>
5	5b	<p>Where Open Colleges receives correspondence from external bodies relating to complaints, the Manager, Student Resolutions will refer the matter to the Student Resolutions Officer for management as a Complaint Appeal.</p> <p>The Student Resolutions Officer will manage the case in line with the Complaint Appeal Procedure (PR7.2).</p> <p>When receiving correspondence from external bodies there will be no receipt of acknowledgement directly to a student and communication will be made directly with the external body unless contact with a student is required.</p>
6	6a	The Manager, Student Resolutions will report to the Review Panel on complaints, complaint appeals and any external review cases.
	6b	The Review Panel review trends emerging from complaints and implement improvements directly where necessary.

3. Quality and Continuous Improvement

This Procedure is subject to systematic review, evaluation and improvement, including annual review and ongoing feedback from stakeholders

For internal use only: [QMS1.8 Location of QMS related documents.](#)

How can we improve this document?

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Version	Approved by	Endorsed by	Effective date	Review date
2	Chief Learning Officer March 2017	Chief learning Officer March 2017	March 2017	March 2018
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Course Type	All			
RTOs:	Open Colleges Pty Ltd (90796) Integrated Care and Management Training Pty Ltd (90197) College of Fashion Design (3798)			
Partner RTOs:	Yes			