



# RIVERTON

INSTITUTE OF BUSINESS & TECHNOLOGY

## Riverton Institute of Business & Technology

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### *Student Complaints and Appeals Policy & Procedure*

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## ***Student Complaints and Appeals Policy***

Riverton Institute of Business & Technology is committed to providing access to fair and impartial appeal and complaint resolution processes. All complaints and appeals received by Riverton will be viewed as an opportunity for improvement. Student appeal and complaint resolution processes seek to facilitate the informal resolution of grievances close to the source of student dissatisfaction. Riverton recognises that there may be instances when either students may choose to lodge a formal appeal or a complaint needs to go to a higher authority for resolution.

Riverton's approach to student appeal and complaint resolution emphasises on:

- fairness and impartiality
- mutual communication and feedback
- principles of natural justice and procedural fairness
- handling of grievances informally where possible
- resolution of grievances as early as possible and close to the source of dissatisfaction.

## ***Student Complaints and Appeals Procedure***

The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student.

### *Informal process*

Students are encouraged to raise complaints informally in the first instance. Nevertheless, students may at any stage submit a formal complaint. Informal complaints may include advice, discussions, and general mediation in relation to the issue. Possible concerns should be discussed with the staff member who has immediate responsibility for a decision. If an effective solution cannot be found the complaint may be referred to the Executive Director. First response to a complaint will be made as soon as possible and the potential outcome will be discussed with the student. Students will be advised on the foundations for the decision and information on further avenues for a formal complaint or appeals process.

Riverton has two categories of formal complaints and appeals process

### *Academic Complaint and Appeals:*

Students who wish to submit a complaint and/or appeal about an academic matter which includes but is not limited to complaints regarding course progress, assessment outcomes, training delivery or course information.

### *Non-Academic Complaint and Appeals:*

Students who wish to submit a complaint and/or appeal about a non academic matter which includes but is not restricted to operational, racial or sexual discrimination, unfair treatment, physical or verbal abuse, refusal of admission, non payment of fees, and/or incorrect advice given prior to enrolment.

### *Formal Process (academic and non-academic)*

The formal complaint and appeal process takes place when an academic or non-academic complaint cannot be resolved informally as outline above. The Formal Student Complaint Form is available at the Student Support Services or can be downloaded from [www.riverton.edu.au](http://www.riverton.edu.au).

1. If a student decides to lodge a formal complaint, the complainant should submit a completed Complaints and Appeals Form which should include:
  - Submission date of complaint
  - Name of complainant;
  - Nature of complaint ;
  - Date of the event which lead to the complaint
  - Attachments (if applicable);
2. Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the Student Services Manager on a regular basis.
3. A student may be assisted or accompanied by a support person regardless of the nature of the complaint throughout the process at all times.
4. Students are able to present their case in person
5. Once a complaint/appeal is received the Student Service Manager refers the matter to the Executive Director to resolve, or make a decision on the complaint within 10 working days.
6. Student Service Manager will keep the complainant informed of the decisions or outcomes concluded, or processes in place to deal with the complaint.
7. Once a decision has been reached, the Student Service Manager will inform all parties involved of the decisions or outcomes in writing.
8. Complainant will be informed of the right to appeal a decision they have received.

### *Appealing a decision*

**Appeals must be submitted within 20 working days of the formal written notification of the outcome of the investigation.**

1. All students have the right to appeal decisions made by Riverton where reasonable grounds can be established. The areas in which a student may appeal a decision made by the RTO may include:
  - Assessments conducted
  - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
  - Or any other conclusion / decision that is made after a complaint has been dealt with by Riverton in the first instance.

2. If the complaint has not been resolved, student will have the right to lodge an appeal form to an External Independent Organisation listed below:
- Domestic students who wish to lodge a complaint can contact the Australian Skills Quality Authority (ASQA) at: <http://www.asqa.gov.au/complaints/making-a-complaint>.
  - International students who are dissatisfied with the outcome of their internal appeal may make a written request to the Board of Studies for an independent external review of the decision. Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by Riverton. Overseas students who wish to lodge an external appeal can do so by contacting the Overseas Students Ombudsman directly through:
    - website <http://www.oso.gov.au/private-education-providers>
    - Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) or
    - Phone call to 1300 362 072.

#### *Confidentiality and Record keeping*

Riverton adheres to the National Privacy Principles which refers to the principles from the Privacy Amendment (Private Sector) Act 2000. Riverton's Privacy Policy governs how information is collected handled and stored. Riverton records all complaint and appeal process whether they are written or verbal and also maintains a data entry of all action taken, timeframe, assessment, outcomes, and follow up procedures in the Student Management System. Records of Complaint and Appeals for external review of decisions are kept and accessible only to authorised parties for a period of 5 years.

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