

COMPLAINTS AND APPEALS

POLICY

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The Green Academy Australia

ABN 95 267 878 511

0493 249 180, 07 3012 9812

Level 3, 115 Queen St, Brisbane City, QLD 4000

CRICOS CODE 04187G

brisbane@the-green.au

GPO Box 2800, Brisbane City, QLD 4000

Purpose

The purpose of this policy and procedure is to outline The Green Academy's approach to managing dissatisfaction, formal complaints, and appeals of students, clients, staff, and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient, and confidential manner. The policy also ensures that all The Green Academy students, staff, and other key stakeholders are aware of the nature and extent of the policy on complaints and appeals and their respective responsibilities with it.

This policy and procedure ensure compliance with Standard 6 of the Standards, as well as compliance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, Standard 8, and the ESOS framework.

Scope

This policy and procedure apply to all staff of The Green Academy, in particular, it applies to all staff involved in managing complaints and appeals and making decisions regarding their final outcomes. This agreement, and the availability of complaints and appeals processes, do not remove the right of the student to take action under Australia's consumer protection laws.

Definitions

Complaint: expression of dissatisfaction with any service, product, or action delivered by The Green Academy.

Appeal: request to reconsider and change a decision made by The Green Academy.

Policy

The Green Academy responds to all allegations involving the conduct of:

- The training provider, its teachers, and other staff.
- Any third party providing services on behalf of The Green Academy.
- Any student or client of The Green Academy.

Complaints may be made in relation to any of The Green Academy's services and activities such as:

- the application and enrolment process;
- marketing information;
- the quality of training and assessment provided;
- training and assessment matters, including student progress, student support, and assessment requirements;
- the way someone has been treated;
- the actions of another student.

Appeals should be made to request that a decision made by The Green Academy is reviewed. Decisions may have been about:

- course admissions;
- refund assessments;
- response to a complaint;
- assessment outcomes/results;
- other general decisions made The Green Academy.

The Green Academy is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, The Green Academy ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

The Green Academy will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register.

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.

All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties. The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. This will include not having the complaint or appeal managed or decided upon by the staff person or persons directly associated with the complaint or the decision-maker(s) directly associated with an appeal.

The aim of The Green Academy and its staff is to achieve the highest levels of customer/student satisfaction and all complaints and appeals will be addressed in this light and with a spirit of care and consideration for the student.

Complaints and appeals will be recorded, acknowledged, and dealt with fairly, efficiently, and effectively. The Green Academy will keep records of all formal appeals and their outcomes on the student management system. All such records will be treated as confidential.

Students will be provided with details of external authorities they may approach if required.

At any stage in the internal complaint or appeal process, students are entitled to have a support person of their choice accompany and support them.

All complaints and appeals require a written record if the complaint or appeal cannot be resolved informally. This includes a written statement of the outcome, including details and reasons for the decision.

All complaints and appeals must be commenced within 10 working days of The Green Academy receiving the formal written lodgement of the complaint or appeal. The speed of processing must take into consideration the student's visa and enrolment time frames.

The Green Academy will maintain the student's enrolment while the complaints and appeals process is ongoing. This means The Green Academy does not notify DIBP of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS) on unsatisfactory course progress or attendance until the student has accessed the internal and external complaints and appeals process, and the decision or recommendation does not accept the student's appeal reasons. This does not necessarily mean that a student will remain in class. However, students will only be removed from class in extreme cases where issues of personal safety and well-being are of concern, such as in cases of discrimination or harassment.

Overseas student's unsatisfactory course progress or attendance will be reported in PRISMS only after:

- the internal and external complaints processes have been completed and the breach has been upheld;
- the student has chosen not to access the internal complaints and appeals process within 20 working days period;
- the student has chosen not to access the external complaints and appeals; or
- the student withdraws from the internal or external appeals process, by notifying The Green Academy in writing.

The Green Academy actively explores and identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of recurrence.

If a student is not satisfied with the outcome or conduct of the internal complaint and appeals process, The Green Academy will supply information to the student on how to pursue the appeal through an external appeals process. There is no charge for advising students of their rights to access an external appeals process. The external appeals process to which the student is referred should be at minimal or no cost. Students are to be notified that the purpose of the external appeals and process is to consider whether The Green Academy has followed its policies and procedures. When the external appeals process has been completed, The Green Academy will immediately implement the decision or recommendations and/or take the preventive or corrective action required by the outcomes of the external complaints handling or appeals process, and notify the student of the outcome.

The Green Academy will provide the student the contact details of the external complaints and handling and appeals body, that is, the Overseas Student Ombudsman (OSO).

If the student is not satisfied with the outcome of the internal appeals process or the following external appeals process, the student can access multiple external appeals but The Green Academy is not responsible to assist the student with finding further appropriate appeals processes.

Neither this policy nor the associated procedure removes from the student their right to any applicable consumer protections, legislations or regulations, or the right to take action under any Australian consumer protection laws.



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