



## Complaints and Appeals Policy

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### Policy

SPI recognises the need for students, staff and other clients to have confidence that the Registered Training Organisation (RTO) will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

SPI has a duty of care in ensuring students study in a happy environment, free of coercion, unfair treatment or harassment. Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws.

SPI is constantly reviewing and updating policies, as a grievance helps us to fix a problem and assists with continuous improvement.

### Procedure

#### Stage 1 - Informal Complaint Resolution

##### Any of the following may be an issue for a student:

Assessment result disputes

- Attitude of other students
- Attitude of SPI staff member
- Dissatisfaction with amenities in classroom
- Dissatisfaction with general amenities-computers, student common area, printers, kitchen, toilets etc
- Timetable not as originally advised
- Other issues

The initial intent is for the above to be resolved through discussions, advice and general mediation. If these attempts fail the next step is for the student to submit a SPI "Complaint Form" to student administration.

Once this has been submitted SPI is to arrange a meeting within 10 working days with the student and their nominated support person (where requested by the student). If this process does not resolve the issue the student may progress their complaint to Stage 2 (below).

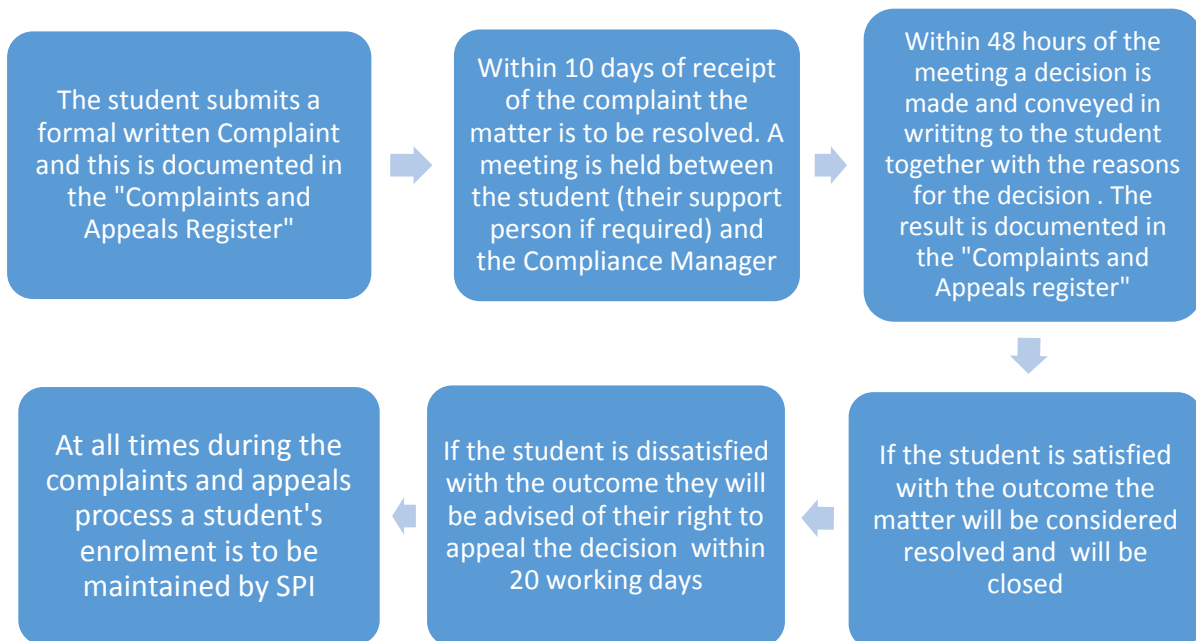
## Re-assessment

**Re-assessment for assessments only occurs if the student has previously submitted the assessment or has missed the relevant session(s) and has been afforded special consideration which is approved by the Compliance Manager.**

Students will be given an opportunity to attempt a first re-assessment (this re-assessment is conducted free of charge). Each student is to fill out and submit a reassessment request to their trainer/assessor and from this a suitable time will be arranged for the reassessment to occur within 14 days of the completion of the unit in question. Should a student either not make an attempt within this time frame (in spite of all efforts by SPI, its trainers and administration staff to have the student attend a reassessment session) or the student does not achieve a satisfactory result after the first re-assessment they will be provided with the opportunity of a second reassessment attempt which must be completed within 14 days of the unsuccessful first attempt. For this second attempt the student will be charged a \$200 fee.

Should the student still not achieve competence after these assessment attempts, it will be necessary for them to re-enrol in (repeat) the unit of competence at a cost of \$12 per study hour.

## STAGE 2 – Formal Complaints Resolution





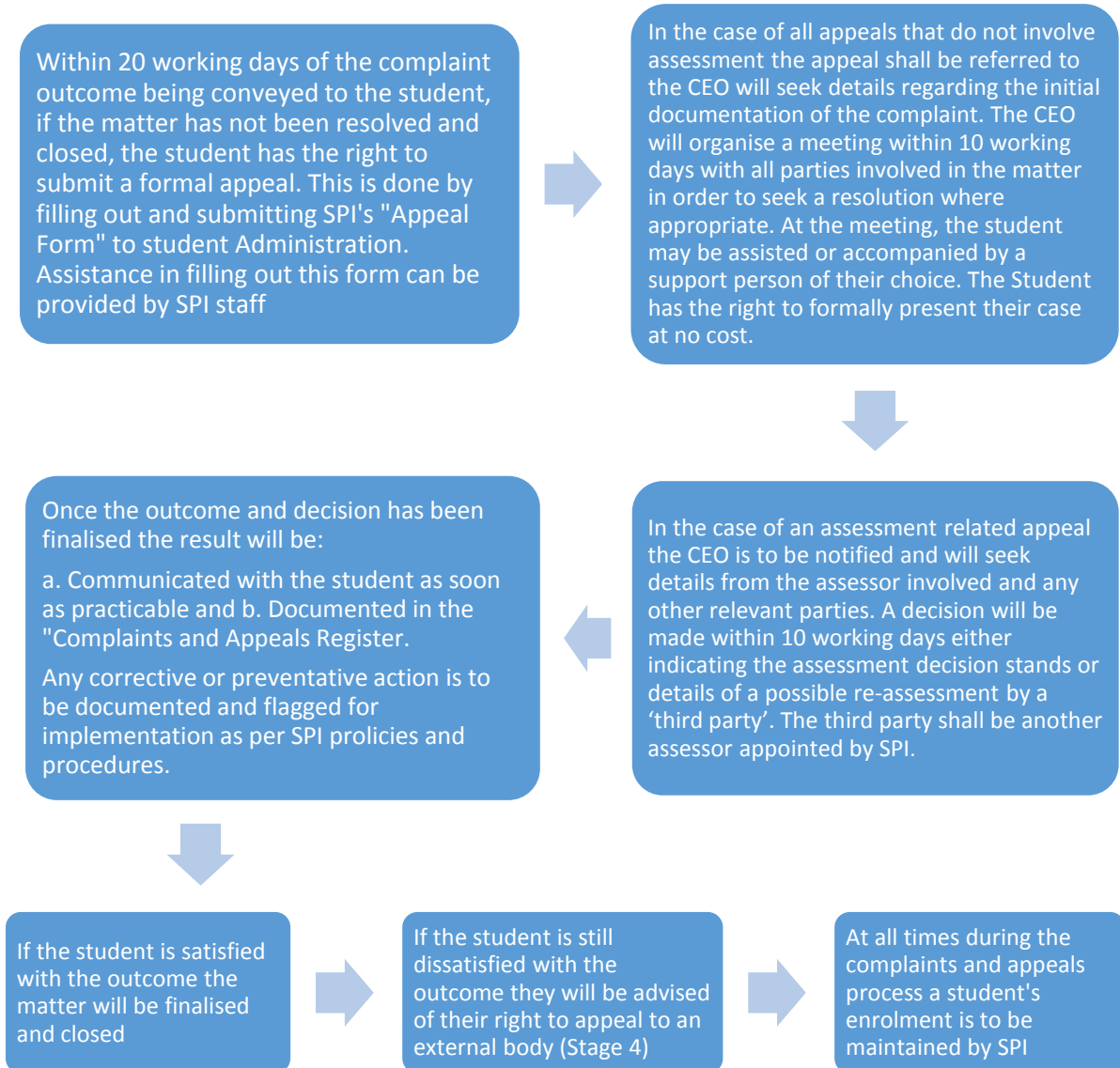
### Stage 3 Formal Appeals Resolution

Once a complaint has been received and an outcome together with the reasons behind the decision has been conveyed to the student the following occurs:

- a. The student is satisfied with the outcome and the matter is resolved and closed
- b. The student is not satisfied with the outcome and exercises their right to appeal the decision made by SPI

In addition to the right to appeal against outcomes as stated above students may also appeal decisions made by SPI such as:

- Assessments outcomes.
- Reported breaches of academic performance, misbehaviour such as non-payment of fees.
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Decisions relating to harassment, discrimination or acts of violence





#### **Stage 4 -External Appeals**

Where no mutually acceptable resolution can be found, complainant may wish to have the matter dealt with through an external resolution process facilitated by:

#### **Overseas Students Ombudsman (OSO) (For International Students)**

Alternatively the complainant may wish to lodge a complaint or seek further advice by contacting the National Training Complaints Hotline on: 1800 000 674.