

Policy Name:	Complaints & Appeals
Policy Number:	8-CRICOS 2011
Current Version:	04 – 01/07/2014
Next Revision Date:	June 2015
Purpose:	To ensure that the PGA IGI's complaints and appeals processes meet the requirement of the National Code of Practice and to ensure they are independent, easily and immediately accessible and inexpensive for the parties involved.
Scope:	All Staff and Students
Exceptions:	Domestic Students
Policy Owner:	Dean and Executive Officer
Related policies and legislation:	<ul style="list-style-type: none"> • Education Services for Overseas Students (ESOS) Act 2000 (https://www.aei.gov.au/ESOS) • The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Documents/National_Code_2007_pdf.pdf) • For further detailed information on the legislative requirements in the National Code 2007, see National Code Explanatory Guide (https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx)
Internal procedures guided by this policy:	N/A
Published Location	<ul style="list-style-type: none"> ▪ Y:\Administration - Compliance/Policy & Procedure - Master File/CRICOS

Revision History

Revision Date:	Status: (Draft/Final)	Summary of Changes	Prepared/Approved By:	Revision #:
03/02/2011	Draft	Formatting	Institute Coordinator	01
07/04/2011	Final	Formatting	Institute Coordinator	02
18/05/2011	Final	Include OSO to complaints pathway	Institute Coordinator	03
01/07/2014	Final	Updated staff titles and government departments, changed Academic to Education Advisory Panel (3.0)	Systems Administrator/Dean and Executive Officer	04

Glossary of Terms/Definitions

Appeal	An appeal is a process for requesting a formal change to a decision.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DeptEd	Department of Education (Former Department of Education, Employment and Workplace Relations)
DIBP	Department of Immigration and Border Protection
ESOS	Education Service for Overseas Students
Formal Complaint	A complaint made in writing
Ombudsman	An ombudsman is an official, usually appointed by the government or by parliament, who is charged with representing the interests of the public by investigating and addressing complaints reported by individual citizens (in this case International students studying in Australia).
OSO	Overseas Student Ombudsman - http://www.oso.gov.au/
PGA IGI	PGA International Golf Institute
PRISMS	Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation

Procedure Measures

Procedure Measures	Target
Appeals and complaints process timeframes are within defined limits. The complaints and appeals procedure is implemented as per this policy.	100%

Distribution

All Directors
 All Staff
 All International Students

INTRODUCTION

The PGA IGI's complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved. The PGA IGI recognises that both internal and external complaint and appeals processes play a role in ensuring that grievances are appropriately heard and addressed for both the student and the PGA IGI.

These processes will enable students to firstly seek recourse using our internal processes, and then if needed, through an independent, external person or body. As the international student's stay in Australia is subject to the period of his or her student visa, the timeliness of decision making is a consideration in the development of appropriate complaints and appeals policies, procedures and practices. The complaints and appeals procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

1.0 Complaints About Our Conduct

If a student has concerns about the actions of the PGA IGI, they may approach the Overseas Student Ombudsman

- <http://www.oso.gov.au/>
- Web [Online complaint form](#)
- Email: ombudsman@ombudsman.gov.au
- **Call:** 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111
- **Enquiries:** 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
- **Fax:** 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.
- **Postal:** GPO Box 442 Canberra ACT 2601.

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman also:

- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- publishes reports on problems and broader issues in international education that we identify through investigations.

2.0 Student Awareness

We provide a link to the Complaints & Appeals Policy to a potential student before an enrolment contract is entered into or any fee amount is paid (whichever happens first) and again within 7 days after the student starts attending the course. The PGA IGI also ensures students are made aware of our complaints and appeals process at the PGA IGI by:

- reference to the Student Complaints/Appeal Policy in the marketing material;
- reference to the Student Complaints/Appeal Policy in the student handbook;
- reference to the Student Complaint/Appeal Policy in our website;
- verbally informing students at orientation;
- inclusion of a complaints and appeals form in student resources;
- counselling session with students.

3.0 Complaint Process

Students are encouraged to resolve any complaints or disputes informally, and are advised that we have an open door policy and that we will assist them informally or formally to resolve any issues that arise. In the event that a complaint relates to a breach of Australian law i.e. assault, sexual harassment the PGA will inform the relevant authorities as soon as practicable. Where a student feels that they cannot informally resolve an issue they have

access to our formal complaints process and are required to submit all formal complaints in writing using our Complaints/Appeal Form. The Student Services and Administration Coordinator will assist students in any complaints process either formal or informal. On receipt of a formal written complaint the Student Services and Administration Coordinator will notify the student in writing that we have received their complaint form and that the complaints process is being initiated.

The written complaint will be forward in the first instance to the Dean and Executive Officer and/or Education Advisory Panel for review and a decision. The student lodging the complaint has an opportunity to formally present their case at no cost to the student, and they may be accompanied and assisted by a support person at any relevant meetings.

The process will commence within 10 working days of the formal lodgement of the complaint. Decision timeframes are 28 days from time of receipt of complaint. The student (complainant) is given a written statement of the outcome, including details of the reasons for the outcome. If a decision is not in favour of the student the PGA IGI will provide further information to the student in relation to our Appeals Process.

Note on time-frames

- Academic Issue: A student has 20 days from the date of the issue or incident in which to access our complaints and appeals process
- Non Academic Issue: No timeframe is set, however we recommend that a student should access our complaints and appeals process as soon as practicable to assist in the timely resolution of any issue.

The Student Services and Administration Coordinator will file all related documents in the student's file and make an entry in to the Complaints/Appeals Register. Our complaints/appeals process does not circumvent the student's right to take further action under Australian consumer protection laws.

4.0 Appeals Process

If the student is not satisfied with the result or the manner in which the complaint handling was conducted, the PGA IGI will advise the student of his or her right to access our internal or external appeals process. This process will be implemented at minimal or no cost to the student.

The PGA IGI will continue to offer the student learning opportunities throughout the complaints or appeals process. In some cases relating to student behaviour we may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment.

4.1 If the appeal is against our decision to report the student for unsatisfactory course progress or unsatisfactory attendance we will maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints process is complete and has supported the PGA IGI's decision to report the student.

4.2 If the appeal is against our decision to suspend or cancel a student's enrolment due to misbehaviour the PGA IGI only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DeptEd through PRISMS of the change to the student's enrolment. Once DeptEd has been notified of a cancellation of a student's enrolment, the student has 28 days in which to:

- leave Australia, or
- contact DIBP within the 28 days to make any submissions about the breach and the circumstances that led to the notification of cancelled enrolment. The student's visa may still be cancelled following their meeting with DIBP.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, the PGA IGI will immediately implement any decision and/or corrective and preventative action required. On conclusion of the appeals process the Student Services and Administration Coordinator will place a copy of all documentation on the student's file.

This policy will be reviewed annually and revision history updated.