

## **OVERVIEW**

This policy has been developed in accordance with the Standards for Registered Training Organisations 2015, Education Services for Overseas Students (ESOS) Act, National Code 2018 Standard 10 and VET Student Loans ACT 2016.

## **POLICY**

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This policy deals with complaints and appeals about the PGA International Golf Institute's (PGA IGI) Registered Training Organisation (RTO ID 31270), third parties, staff, trainers, assessors and students. This policy also details the process for any complaints and appeals made.

This Policy and Procedure will ensure that all complaints and appeals are dealt with fairly and efficiently and applies to all students.

### **Definitions**

Appeal: An appeal is where a student of an RTO, or other interested party, may dispute a decision made by the PGA IGI. The decision made by PGA IGI may be an assessment decision or may be about any other aspect of the PGA IGI operations.

Complaint: A complaint is any expression of dissatisfaction with an action product or service of the PGA IGI. This may be informal (not officially recorded) or formal (made on an official complaints form and recorded).

The complaints and appeals process is independent, easily and immediately accessible and inexpensive to the parties involved. The process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by PGA IGI, or anyone who has allegations made against them, to tell their side of the story before a decision is made. PGA IGI will ensure the decision maker is independent of the decision being reviewed (for example, an assessor should not consider or decide an appeal against an assessment decision they made). This includes any complaint or appeal for any circumstances regarding the dealings with the PGA IGI or their education agents.

The complaints and appeals process includes informal and formal lodgement of a complaint or appeal. The PGA IGI will endeavour to resolve any complaint or appeal informally so a formal complaint or appeal can be avoided. Student's complaints or appeals may be related to but not limited to education agents or any related party the PGA IGI has an arrangement with to deliver a course or related service.

The PGA IGI has a process for all students to lodge a formal complaint or appeal if a matter cannot be resolved informally. All complaint and appeals are handled in a professional, fair and transparent manner. The student is kept informed of the process at every step and is given a detailed statement of the outcome, including the reasons and the student is informed that a written record of the complaint or appeal will be kept. There is no cost to an internal complaint or appeal process. Students are welcome to be accompanied and assisted by a support person at relevant meetings.

If the student is not satisfied with the outcome of the internal complaint or appeal they are advised they have the right to access an external complaints handling and appeals process at minimum or no cost.

The PGA IGI will commence assessment of the complaint or appeal with 10 days of it being made and finalise the outcome as soon as practicable.

### **Process**

Students are encouraged to speak to a staff member at the PGA IGI to discuss any complaint or appeal. All staff at the PGA IGI is open to discuss and resolve any issues informally. Students can either make an appointment with the staff member they would like to have a discussion with or ad hoc if the staff member is not busy. A recording of the conversation will be kept on the students file and in the Complaints and Appeals register, including the outcome.

If the student is not satisfied with the outcome the student is informed that may lodge an internal formal complaint or appeal. Students wishing to lodge an internal formal complaint or appeal may do so via completing the form Complaints and Appeals on the Fairway.

All complaints and appeals will be responded to in writing within 10 working days of the formal complaint/appeal being received by the PGA IGI and completed within a reasonable timeframe.

The PGA IGI treats all complaints and appeals seriously. The PGA IGI will investigate each complaint or appeal and work with the student to resolve any issue using a fair and equitable process ensuring the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

The process for the lodgement and hearing of appeals and formal complaints is as follows:

1. The assessment of the complaint or appeal will commence within 10 working days of it being lodged and will be finalised as soon as practicable.
2. The student may formally present his or her case at minimal or no cost and be accompanied and assisted by a support person.
3. The complaint or appeal will be reviewed by the Senior Manager who will then notify the student of the decision within 20 working days of the complaint or appeal being lodged. If a decision cannot be made the complaint or appeal will be forwarded to the General Manager-Education.
4. The General Manager–Education will then make a decision and notify the Senior Manager of the outcome, who will then notify the student of the decision within 10 working days of the complaint or appeal being escalated to the General Manager - Education.
5. The student will be informed of the decision by personal contact if practicable prior to the notification being forwarded to the student in writing. A record of any conversation or written notices will be saved in the students file and the outcome noted on the Complaints and Appeals register.

The PGA IGI will allow parties who have used this procedure to access records of that use, but otherwise keep the records confidential.

At each stage of the complaint or appeal process, the student will be kept informed of the next step and notes recorded on their iMIS and student management system file. Students will be kept informed of the process and decisions at each stage of the process.

If a student wishes to undertake the internal complaints or appeal process, their enrolment will be maintained whilst the process is ongoing. In case of an overseas student who is appealing a decision to report for unsatisfactory course progress the student's enrolment will be maintained until the internal and external complaints process is complete. If the appeal is to defer, cancel or suspend an overseas student's enrolment due to misbehaviour then the PGA IGI only needs to wait until the outcome of the internal appeals process before notifying the Department of Education through PRISMS of the change to the student's enrolment. If a decision is made that supports the student, PGA IGI will immediately implement any decision and/or corrective/preventative action required.

The PGA IGI has a fair and equitable process for dealing with student complaints and appeals. In the event that complaints or appeals cannot be resolved internally the student can access the external complaints and appeals process (See Below).

In the instance that the student is not satisfied with the handling of their complaint by the PGA IGI, they may seek external assistance and lodge their complaint with the registering body or the National Training Complaints Hotline at the Department of Education and Training, telephone: 13 38 73 or [NTCH@education.gov.au](mailto:NTCH@education.gov.au)

#### External Complaint / Appeals:

Overseas students wanting to initiate an external complaint or appeal may contact the Overseas Student Ombudsman if they have complaints regarding the actions of the PGA IGI. The Overseas Students Ombudsman investigates complaints that International students have with private education and training in Australia.

Website: <http://www.ombudsman.gov.au/>

Phone (within Australia): 1300 362 072

Phone (International): +61 2 6276 0111

VET Student Loans wanting to initiate an external complaint or appeal may contact the VET Student Loans Ombudsman regarding any actions of the PGA IGI. The VET Student Loans Ombudsman investigates complaints regarding the actions of the PGA IGI.

Website: <http://www.ombudsman.gov.au/about/vet-student-loans-ombudsman>

Phone: **1300 362 072**

Domestic students (non VET Student Loan) wanting to initiate an external complaint or appeal can contact Australian Skills Quality Authority (ASQA)

Website: <https://www.asqa.gov.au/complaints/make-complaint-domestic-students>

Phone: **1300 701 801**