1. **Description and Scope**

The purpose of this policy and procedure is to outline IHNA’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 object of this policy is to ensure that IHNA staff and third party partners, act in a professional manner at all times. This policy provides clients with a clear process to register an appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes

1. **Responsibility**

The IHNA Board of Studies is accountable for ensuring that this policy meets the requirements of the Standards for Registered Training Organisations and is consistent with the IHNA obligations in regard to the principles of access and equity.

Chief Operating Officer is overall responsible for implementing the process in accordance with this policy .

For Academic compliant / Appeal Director of Studies and Course coordinator is responsible for implementing the process.

For Non Academic Compliant Camper manager is responsible for implementing the process.

1. **Definitions**

'ASQA' means Australian Skills Quality Authority, the national VET regulator and the RTO’s registering body

DET means Department of Education and Training

Complaint: Any expression of dissatisfaction with an action, product or service provided by IHNA to a client.

Appeals: Is where a client, may dispute a decision made by IHNA. The decision may be an assessment decision or maybe about any other aspect of IHNA’s operations.

Formal Complaint refers to an official complaint

Informal Complaint refers to an unofficial complaint

Complainant refers to the person who formally lodges a complaint and Appellant refers to the person who formally lodges an appeal.

Student/s A person being trained and/or assessed by IHNA for the purpose of issuing AQF certification documentation.

Prospective student refers to a person who is seeking to become a student by enrolling in a course in IHNA’s scope.

IHNA Student Hub refers to IHNA Learning Management System

KH refers to IHNA Knowledge Hub

Academic Complaint refers to a complaint against a decision made about an assessment completion, failure to meet a satisfactory academic progress, an academic result, the quality of the course delivery, failure to provide services or materials included in an agreement, which may include and it is not restricted to complaints regarding course progress, assessment outcomes, training delivery or course grades.

Non Academic Complaint refers to a complaint against a person or against to an operational or personal decision and/or a fact that creates discomfort, which may include but is not limited to operational, racial or sexual discrimination, unfair treatment, physical or verbal abuse, refusal of admission and incorrect advice given prior to enrolment. IHNA actions on non-payment of fees.

Complaints and Appeals will be handled through the same process as documented below.

1. **Policy**
2. Institute of Health and Nursing Australia is committed to providing an effective, efficient, timely, fair and confidential complaints and appeals procedure for all students.
3. All students will be provided with Course Brochures and Student Handbook which contains information on complaints and appeals, prior to enrolment and explained again at orientation. IHNA’s Complaints and Appeals Policy and online Form is published on IHNA website. The student can also submit complaint/ appeal through IHNA Student Hub.
4. IHNA relevant staff members have been inducted about Student Complaints and Appeals Policy at induction and can access the policy from the IHNA KH.
5. All parties will have a clear understanding of the steps involved in the procedure.
6. Students will be provided with details of external authorities they may approach, if required.
7. At any stage in the complaints or appeals process students are entitled to have their own nominee included in the resolution process. If the students are using a paid nominee it will be at their own cost. The nominee must present their photo ID while accompanying the student at any of the appointments at IHNA.
8. IHNA will acknowledge any complaint or appeal within 5 working days and will attempt to resolve any complaint or appeal fairly and equitably within 30 working days. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing along with reasons for the extra time.
9. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
10. Students are entitled to resolve any dispute by exercising their rights to pursue other legal remedies
11. **Process**
12. INFORMAL PROCESS:
13. Students are encouraged to resolve issues informally by speaking to the trainer or the person with which they have a complaint.
14. If not satisfied students are further encouraged to speak to the Course Coordinator of their enrolled course and present their complaint. The Course Coordinator will try and resolve the issue and come to a satisfactory solution. If not satisfied student must follow the formal process.
15. FORMAL COMPLAINTS PROCESS:
16. Students should complete a ‘Student Complaints and Appeals Form’ available from IHNA website or IHNA campuses and submit it to the Registrar or Course Coordinator. They may also use IHNA’s complaints and appeals online application portal available at https://www.ihna.edu.au/student-complaints
17. The Complaint is recorded in the Student Complaints in KH and Student Profile.
18. The complainant will be given an opportunity to formally present their case and have the option of being accompanied/assisted by a nominee (such as a family member, friend or counsellor) if they so desire. If the complainant is using a paid nominee it will be at their own cost. The nominee must present their photo ID while accompanying the complainant at any of the appointments at IHNA.
19. IHNA will convene a panel made up of the Campus Manager and Course Coordinator who will investigate the complaint and make a decision.This decision is recorded and will be reviewed by the Compliance team for opportunities for Continuous improvement. this will be then reviewed by COO.
20. The outcome of the complaint must be informed to the students and recorded in writing and signed and dated by the complainant/appellant and the Campus Manager and Course Coordinator.
21. Students may use the Formal Appeals Process if they are not satisfied with the outcome of the complaint resolution process.
22. FORMAL APPEALS PROCESS:
23. Students should complete a ‘Student Complaints and Appeals Form’ available from IHNA website or IHNA campuses and submit it to the Registrar or Course Coordinator. They may also use IHNA’s complaints and appeals online application portal available at https://www.ihna.edu.au/student-complaints
24. The Appeal is recorded in the Student Complaints and Appeal in KH and Student Profile.
25. The appellant will be given an opportunity to formally present their case and have the option of being accompanied/assisted by a nominee (such as a family member, friend or counsellor) if they so desire. If the appellant is using a paid nominee it will be at their own cost. The nominee must present their photo ID while accompanying the student at any of the appointments at IHNA.
26. IHNA will convene a panel made up of the Training Manager, Director of Studies and/or COO (someone more senior and not previously involved in the case added to the panel for appeals) who will investigate the appeal and make a decision.
27. The outcome of the appeal must be informed to the students and recorded in writing and signed and dated by the appellant and the Training Manager.
28. EXTERNAL REVIEW BY AN INDEPENDENT MEDIATOR
29. IHNA is committed to provide students with a fair and equitable process for resolving any complaints or appeals they may have. This includes provision of an independent mediator. IHNA has made similar arrangements with Resolution Institute, Association of Dispute Resolvers. If the student is dissatisfied with the resolution proposed by IHNA, they can access the Student Mediation Scheme provided by Resolution Institute.

Contact details for Resolution Institute:

Address: Level 1, 13-15 Bridge Street Sydney NSW 2000, Phone: 02 9251 3366, Fax: 02 9251 3733

Email: infoaus@resolution.institute, Website: www.resolution.institute

The charges and costs for Student Mediation Scheme will be shared between IHNA and the student and IHNA is committed to implement the mutually agreed recommendations from the external review.

1. MANAGING AND RECORDING OF COMPLAINTS, APPEALS AND EXTERNAL REVIEW OUTCOMES
2. The summary of the complaints, appeals and external review procedures followed, recommendations and outcomes are recorded in KH and the student profile.
3. If the complaint or appeal is against a staff member then it should be recorded in the staff’s HR files. Training Manager will inform HR of the details of complaint and/or appeal and the outcomes.
4. Complaints and Appeals are seen as opportunities for improvements. All outcomes of complaints and appeals and the tasks generated consequently will be logged in the Action Plan Register.
5. The outcomes and details of the appeals will be saved for record keeping purposes in IHNA Student Complaints and Appeals section in IHNA Knowledge Hub for at least 7 years. The complainant or appellant shall have appropriate access to these records when requested in writing to the Campus Manager.
6. **IHNA’s Student Complaints and Appeals Process system**

IHNA manage the Student Complaints and Appeals using a Student Complaints and Appeals Process online system managed in the Knowledge Hub. Any complaints or appeal raised by students will be automatically added as a new item and will be notified to Campus Manager/ Course Coordinator. Upon decision notify Compliance and COO who will monitor the progress of the item. At any stage there are options to create tasks as part of addressing the complaint or appeal. Any generated task will also be populated in the Action Plan Register and in the Staff Task. This way IHNA ensures that complaints and appeals can be effectively used for continuous improvement.