



## Complaints and Appeals Process

### 1. Purpose

This policy is to provide a clear and transparent process for handling complaints and appeals from students and other stakeholders at RBIT. This policy outlines the steps to be followed in lodging, investigating, and resolving complaints and appeals, and ensures that all complaints and appeals are handled in a fair, timely, and respectful manner in compliance with the requirements of the National Code 2018 [Standard 10](#), SRT0 2015 [Standard 6](#).

### 2. Policy

#### 2.1 Definitions:

- **Complaint:** An expression of dissatisfaction or concern by a student or stakeholder about a decision, action, or service provided by RBIT includes Fees and charges, Application and enrolment process, marketing materials etc.
- **Appeal:** An academic appeal is a request made by a student or stakeholder for a review of a decision made by RBIT regarding their academic progress, assessment outcome, quality of staff, or any other related matter.

#### 2.2 Complains and Appeals in general

1. All complaints and appeals will be assessed within 10 working days, ensuring a prompt resolution process. Regular updates will be provided to the complainant or appellant on the progress of their case.
2. All parties involved in the complaint or appeal process will be treated with respect and fairness. They will have the opportunity to present their case and provide relevant evidence to support their position.
3. Complaints can be lodged against Students, Trainers, Assessors, other staff members, third-party service providers, and any other stakeholders related to the services provided by RBIT.
4. No adverse action will be taken against the complainant or appellant for lodging a complaint or appeal, unless it is proven to be false or malicious.
5. If an overseas student is not successful in the RBIT's internal complaints handling and appeals process, The student will be promptly informed by RBIT of their right to access an external complaints handling and appeals process.
6. The external complaints handling and appeals process is available to the overseas student at minimal or no cost.
7. If the complaint or appeal requires more than 60 calendar days for processing, RBIT will provide written communication to the complainant or appellant, clearly stating the reasons for the extended timeframe. Regular updates on the progress of the matter will be provided.
8. Decisions favoring overseas students from complaints or appeals will be promptly implemented. The required preventive or corrective actions will be taken, and affected students will be informed accordingly.
9. RBIT follows its [Privacy Policy](#) when collecting and handling personal information, ensuring strict confidentiality for complainants and appellants throughout the process.

### 3. Procedure



## 3.1 Complains in General :

### Step 1: Opportunity to Present Case

The complainant is provided with the opportunity to present their case through various means, including in writing, in person, via email, or by using a Complaint & Appeal form.

### Step 2: Investigation and Timely Response

The matter is promptly investigated within a period of 10 days. If it is determined by RBIT that more than 60 calendar days are needed, the complainant or appellant is informed in writing, along with the reasons for the extended timeframe.

### Step 3: Written Statement of Outcomes

At each stage of the process, a written statement of the outcomes is issued, which includes the reasons for the decisions made.

### Step 4: Right to Representation

The complainant has the right to be accompanied by a representative or support person during negotiations with RBIT or its representatives.

### Step 5: Appeal

In the event that the complainant disagrees with the assessment and decision of the complaint, they have the option to file an appeal.

### Step 6: No Cost for Complaint Lodging

The complainant is not required to incur any costs associated with lodging a complaint.

### Step 7: Documentation and Retention

All arising matters are meticulously documented and recorded. Records are maintained for a minimum of five years and treated as confidential in accordance with RBIT's Privacy Policy.

### Step 8: Reference

The complainant may refer to [business.gov.au](http://business.gov.au) for effective steps to resolve customer complaints.

## 3.2 Academic Appeals

### Step 1 : Initial Appeal

- The student notifies their Trainer & Assessor about the appeal.
- The Trainer & Assessor may re-assess the student's work to ensure a fair decision.

### Step 2 : Informal Resolution

- Students are encouraged to engage in informal discussions with the relevant staff member(s) involved in the decision to seek clarification and potential resolution.

### Step 3: Formal Appeal

- If the student remains dissatisfied, they formally lodge an appeal by submitting the Complaint & Appeal form within 10 working days from the date of the decision.
- The appeal must clearly state the grounds, supporting evidence, desired outcome, and be submitted to the Administration Officer for entry into the 'Complaints and Appeals Register.'

### Step 4: Review and Decision

- The RBIT Manager is notified and gathers details from the Trainer & Assessor and other relevant parties.
- A decision is made regarding the appeal, which may confirm the assessment decision or consider a re-assessment by another Trainer & Assessor.

### Step 5: Outcome Notification



- The student is notified in writing of the decision and the reasons behind it.
- The Registrar & Assessor ensures that the outcome notification is clear, concise, and provides all necessary information to the student.
- If dissatisfied with the outcome, the student can choose to pursue the external appeals process.
- The 'Complaints and Appeals Register' is updated.

#### Step 6: External Complaint for Overseas Students

- If an overseas student is unsuccessful in RBIT's internal process, RBIT advises them within 10 working days about accessing an external complaint process.

#### Step 7: Implementation of Decisions

- If a decision supports the complainant, RBIT promptly implements the necessary actions, such as corrective or preventative measures.
- RBIT informs the student of the outcome.

#### Step 8: Documentation and Retention

- All complaints, appeals, outcomes, and actions taken are documented and kept securely and confidentially by RBIT.
- The information is used for internal review and improvement purposes.
- Records are retained for a minimum of 5 years, following the General Retention and Disposal Schedule (GRDS) by QLD Government.

### 3.3 Appendix A: Complaints and Appeals Form

RBIT will provide a [Complaints and Appeals Form](#) that learners or stake holders can use to submit their complaints or appeals.

### 3.4 Appendix B: Escalation Contacts

The following are the contact details for external bodies where complaints or appeals can be escalated if the student is not satisfied with the outcome of the internal process:

#### a. [Overseas Student Ombudsman](#)

- [Online compliant web form](#)
- Phone: 1300 362 072
- Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

#### b. [Queensland Dispute Resolution Centre](#)

- Phone: (07) 3738 7000; 1800 017 288
- Email: [drc.sq@justice.qld.gov.au](mailto:drc.sq@justice.qld.gov.au)

## 4. Record-Keeping:

1. RBIT will maintain accurate and up-to-date records of complains, appeals, evidence and decision related documents
2. These records will be securely stored for a minimum period of five years following the completion or cessation of the student's enrollment.